Inside Healthcare Computing

Trends, user reviews, intelligence, and news on health care information systems

Excerpts from recent issues...available to readers on line

Others Talk the Talk. This Newsletter Walks the Walk.

• We published a report telling **which pharmacy system blew up on which hospital,** and why.

• We reported which two clinical information system vendors are in **financial trouble.**

• Readers learned **which clinical information system vendor is losing clients** right and left to its chief competitors, and what that implies for your vendor "short list" if you're buying a new CPOE system.

• We told which **HIS vendors are sued most** by clients-- and which sue the most clients.

• When **Florida hospital IT departments had to brave three straight hurricanes**, our Florida correspondent was there, telling readers what worked-- and which clinical system had to be shut down and why.

• We were the only publication to tell how the **New Jersey medical record extortion ring** worked--and reveal that one unwary hospital was hit twice.

The Solid Gold Guarantee: 100% Of Your Money Back At Any Time:

Our promise to you: if Inside Healthcare Computing fails to give you the straight story on what is NOT working as well as what is, or if it fails you in any way, you can have 100% of your money back at any time.

Horizon Expert Orders Delayed At Providence; Interface to Related System Cited As Reason

The go-live date for McKesson's Horizon Expert Orders at Providence Health System, Portland, Ore., has been pushed back again, this time to May 2005. The system is McKesson's major new software in clinical information systems. It includes computerized...

MedQuist Sued For Alleged Major Overbilling

MedQuist is being sued by a Florida hospital whose lawyer says 3,000 hospitals have been defrauded for years. The company says its billing methods are industry-standard, but acknowledges some overcharges under prior management...

Most manufacturers duck, leaving IT departments in limbo
Some Hospitals Installing Microsoft Patches On Medical Devices Without Vendors' OK

Running the risk of harming the functions of medical devices, some hospitals are doing their own upgrades of the Microsoft operating system on these devices to head off threats from worms and viruses that target Windows, which also threaten the devices' performance. One device vendor, Philips, warned hospitals not to...

The Views Of Departing Employees:
Overseas Development Not Serving Siemens Well

We reached three of the newly laid-off Siemens employees, seeking their points of view on the layoffs, the company, and its products. Here are their reflections and observations, unconfirmed. Siemens was told about their main points but chose not to respond.

3 Cerner ProFit Users: 1 Live, 2 Waiting

Orange County's 12/2004 Live Date 34 Months Late, But CIOs Generally Positive On Future Of Product
When Cerner introduced its ProFit patient accounting system, the claims for the product were...

Yet Again, our subscribers heard it first...
As We Had Predicted Well In Advance... Misys Bought Per-Se Clinical Applications

We reported early last summer that Per-Se Technologies was

shopping some assets around, and was said to be in discussions with Misys. A Per-Se spokeswoman dismissed the rumor. A little more than a month later, Misys bought Per-Se's healthcare IT business.

Big Hospital, Small IT Department–What To Do?
Huntington Tosses Out Best of Breed for Meditech

There was some initial concern that "big as we were," Meditech "wouldn't work," said Maggie McDaniel, the RN in charge of physician computer services at 525-bed Huntington Memorial Hospital, Pasadena, Calif. However, it has.   She acknowledged some sacrifices, including...

Need A Help Desk System? Read This:
Help Desk Project Didn't

A help desk system implementation by infraWise, Inc., Cary, N.C., has gone south for three-hospital First Health of the Carolinas, Pinehurst, N.C. The vendor and client have different views of what went wrong. First Health CIO David Dillehunt says... *(The full report and all the other reports mentioned here are available to subscribers in our electronic library of back issues.)*

GE Agrees To Give MDs Their Patient Medical Information...After IHC Asked Why Not

GE Medical Systems told 500 physician clients in June that it would terminate its ASP-based Encounter electronic medical record system in September.

The written announcement didn't say how -- in fact, it didn't say whether -- GE would return the electronic medical records to the MDs. When they asked, they got waffling and reluctance, and some hand-wringing about it being against HIPAA regulations--rules that weren't due to go into effect for several months from then.

When You Need that Odd Piece Of Programming Expertise Now...

Do you occasionally find yourself needing a bit of programming that has nothing specifically to do with your hospital information systems? Do you have programming needs you don't have skills for in house, and for which your vendor—or your company, if you're a vendor—might not have exactly the right expertise? So who you gonna call? **Read this two-part series on how to find programming expertise dirt-cheap. It's in the electronic library, available only to subscribers.**

Rave Reviews For OB/Gyn System

A new obstetrics and gynecology information system is getting terrific reviews from its first two U.S. clients, Baystate Medical Center, Springfield, Mass., and Maimonides Medical Center, Brooklyn, N.Y. "There is really nothing else quite like it on the market," said Ms. Gray, manager of inpatient obstetrics. The vendor is ...

Downloaded Game Hiding Trojan Horse Let Russian Hack Into Nevada Hospital

There's a legitimate computer game, and then there's the Trojan Horse borrowing its name. You know better than to download computer games from the Internet, but do all your employees? This article tells what happened when two employees at 40-bed William Bee Ririe Hospital in Ely, Nev., downloaded the computer game with a Trojan horse embedded in it, and the Trojan horse let a Russian hacker gain access to certain employee files, news reports say.

This article is a good object lesson on the potentially disastrous consequences of downloading Internet games. **(As a subscriber, you could provide reprints to your staff free of charge.)**

Are You Thinking about Physician Order Entry?
Get The Lowdown On A Test of Devices--

Mercy Passes Over HP's IPAQ for Another PDA Brand...

The CIO of Mercy Information Services, Fort Smith, Ark., entered a PDA search assuming he would end up recommending that Mercy physicians buy Hewlett-Packard IPAQ. But four months later, after comparisons and tests, a completely different brand emerged as his top candidate...

Microsoft Digital Rights Management: A HIPAA Compliance Tool?

The Information Rights Management capabilities in Microsoft Office may help in HIPAA privacy and data security compliance.   The rights management functionality can be configured so that if you e-mail a Microsoft document (such as a Word, Excel, Access, or Outlook file)...

See the report no other publication had the nerve to run...

Maverick Director Sues Meditech For Higher Stock Price;
His Wife Pushes To Consider Having The Whole Company Sold

A Meditech founder has gone to court to seek help boosting the company stock price, which he claims is being artificially depressed by Chairman and CEO Neil Pappalardo. Meditech is privately held, and there are restrictions on who may buy its stock.

The lawsuit seems to be seeking support from long-time Meditech employees, raising the specter of a divisive fight. Dr. Grossman is saying ...

Lesson: don't rush out bells and whistles...
In This Cerner EMR Implementation,
Small Cost Savings Were Offset By New Expenses

Put decision support at the bottom of your list, says Lyle Berkowitz, MD, who is leading a project to outfit a large group practice with Cerner PowerChart electronic medical record and physician order entry at the 600+-physician Northwestern Memorial Physicians Group, Chicago, Ill.

What happened when Kaiser chose an alternative to a traditional HIS vendor...
'Highly Successful' ... Under Budget.....But $442 Million In Software Written Off

Learn what happened when Kaiser hired IBM and poured an amount said to be between $600 million and $1 billion into a national patient medical record and clinical information system — and then pulled the plug three years later and bought Epic's EpiCare (Inside Healthcare, 2/24/03). The key lessons...

It Was So Slow, Patients In Line Were Given Free Lunch
Mayo Turns Things Around On Outpatient System

Outpatient information systems were so slow at Mayo Clinic, Scottsdale, Ariz., that the clinic was providing meals for waiting patients. Word got out onto the street that you could get free food by showing up in line.   Mayo finally shut the system down after a few months. "Our `big bang' had exploded in our faces," said John Camoriano, MD, staff physician. That was five years ago. Today, Mayo tells a much happier story. The core system that had this trouble was...

Vendor Has New Approach To Virtual Private Networking

Have you ever faced the problem of MDs upgrading their browsers, then howling because they'd lost access to an important clinical system? That used to be a problem for Virtua Health, too, said assistant VP for Technology Tom Pacek. Virtua solved the problem with a piece of software from...

Cerner Impresses Skeptic With Big Changes To PowerChart But CPOE Implementation Yields More Object Lessons

If you are on the verge of installing Cerner PowerChart for physician order entry, you might consider waiting for Version 8.0, due out in the first quarter of 2004. That view is based on an interview with a hospitalist from 246-bed Mayo Clinic, Jacksonville, Fla. Mayo de-installed Cerner Millennium Matrix orders in Dec. 2001 after a 5-month pilot test in internal medicine.   Jason Persoff, M.D has become a skeptical consumer. Problems included...

Warning: Not Much Ready in CPOE

With the exception of Cerner and Meditech CPOE is not being broadly implemented in hospitals yet, says a highly respected source.

3 CIOs: How To Implement Eclipsys CPOE

Best And Worse Bets In Clinical Information Systems

Why A Big Hospital Is Putting Off Cerner CPOE

Hospital Saves $2.5 Million/Year Using Microsoft Word For Clinical Application

A hospital is using MS Word forms with templates to capture encounter information, saving $2.5 million/year in transcription expense. Another built an application in MS Access to...

Cottage Holds Stopwatch to Benefits
Test Shows Sentillion Slashing Clinical User Sign-On Time

Advance Billing Works–But It Is Hindered By Lack of Software
It would benefit patients: your hospital would have has time to help arrange payment

Marshall Medical Center, Placerville, Calif., has started calculating patient bills ahead of time and collecting the patient's share before he or she leaves the hospital. Purpose is to reduce its $4 million annually in unpaid receivables. Patients have responded well. The big hurdle: software...

The full text of every report in this sample is available to subscribers in the Inside Healthcare Electronic Library, http://www.insidehealth.com/query.html.