



The Leading Edge



A Newsletter for Users of ExitCare®

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This newsletter is a 2008 copyrighted publication of ExitCare, LLC, providers of the ExitCare® suite of products. For comments, suggestions, additions, or corrections contact Chuck@ExitCare.com.

Version 7.0/1 with the MS-SQL database structure is the current release. **Version 6.8 will continue to be supported only for a limited time.**

Please contact your Customer Service Rep to plan your upgrade as soon as possible.

ExitCare Review of 2008 and of the Patient Education Market

In 2008 ExitCare, LLC continued to respond to Customer and Partner interests and requests, and in doing so strengthened its industry-leading patient education solutions. Below is a review of the advantages our Customers and Partners enjoy and what they can expect in the future from ExitCare due to this vibrant collaboration.

Document Content

The core of ExitCare is patient education content. Our content strategies include:

- Comprehensive editorial review guidelines; reliance on more than 45 medical reviewer professionals across many specialties; alliance with The Sullivan Group to include modern and comprehensive risk management concepts within ExitCare content; use of in-house Medical Literacy Editors (MLE's) to ensure readability at appropriate grade levels.
- Consistently developing new titles across all care settings (in-patient, ambulatory, and emergency department) providing consistent patient information; providing content in 8 languages to serve patients throughout the United States.
- Providing quality drug information and education content from First DataBank, a leading provider of drug information to the world.

Program and Infrastructure Improvements

By continuing to listen to our customers and partners, and acting quickly to implement needed and desired functional changes, the ExitCare program continues as a world-class patient education solution process. Past changes include the addition of prescription writing as well as medication reconciliation and drug interaction checking, more granular security options, HL7 interfacing, use of MS-SQL, increasing our internet pipeline, adding more user customization options, web updating, and much more. Enhancements in 2009 include document selection by diagnosis or keywords, digital signatures, bi-directional HL7 interfacing, a patient education web portal product, integration with e-prescribing solutions, additional language translations, and more.

Direct Customer Expansion

ExitCare continues to license our program to more clinical settings, from emergency departments to in-patient departments to ambulatory care settings supporting both clinics and private practices. Many facilities using ExitCare only in the ED are expanding their use hospital-wide and to their clinic and practice partners. This large customer base (more than 1,000) allows us to understand and respond to the varying needs of clinical users better than any other patient education vendor.

Partnerships with Clinical Software Partners

Our extensive current and industry-leading list of clinical software partners provides an easy upgrade path for customers to migrate from a stand-alone version of ExitCare to use within other software systems. This extensive partner list is also testimony that ExitCare is the best patient education solution available.

ExitCare Discharge Instructions Save the Day!

The Sullivan Group (TSG, www.TheSullivanGroup.com), the leading provider of patient safety and risk management solutions for healthcare professionals, recently received a call from a Texas emergency physician with a story demonstrating the impact that well-written discharge instructions can have in the course of a malpractice or administrative review. This case was referred to and reviewed by the Texas Medical Board. The Board dismissed the case unusually quickly and specifically referred to the content and quality of the ExitCare discharge instructions provided as a primary reason for the quick dismissal.

The discharge process is a critical 'risk' moment in the patient experience. Properly managed, it can have a significant impact on patients' health outcomes and can have a major impact on litigation or administrative actions. TSG has reviewed hundreds of ExitCare documents, adding additional risk management and patient safety documentation in the ExitCare discharge instruction library. It appears it is having the intended impact!

(continued on next page)

(ExitCare Discharge Instructions Save the Day, continued)

TSG and ExitCare entered into a strategic relationship approximately 18 months ago for two reasons: 1) to keep emergency department patients safe; and 2) to keep our practitioners out of harm's way. *It is yet another way that ExitCare provides incredible value to healthcare facilities in all care settings.*

Partner News

More info at www.ExitCare.com/partners.html

New Wave Software, Inc., (www.newwavesoft.com) NWS/EDS provides advanced EMR clinical documentation for ED Physicians and Nurses. Other EDIS features include Patient Tracking, Discharge Instructions & Medications, Computer Assisted Coding (CAC), CEO Pages® Executive Reporting, and COLD Feed and PDF Billing Interfaces. NWS is once again providing ExitCare content within its own application.

Product Update News

Reminder of ExitCare version 7.x and MS-SQL

With the release of ExitCare Version 7.x in 2008, please remember that all ExitCare Customers are strongly encouraged to update to this new version as soon as possible. We will continue to support Version 6.8 only on a limited basis in 2009.

New Features and Titles in Version 7.1, Q3&4

With ExitCare version 7.1 in Quarter 3 and 4, we are releasing 99 new English titles and 72 new Spanish translations. We have also modified about 350 English documents with this release. Details on these lists are available upon request.

Key new features include: Recent Patient/Import Patient pop-up alert; document list generation by diagnosis; search titles by keywords; user created Q/A fields; and ability to annotate archive records with additional info.

Employee News

We have added a new Technical Support Rep, **James Justin**. Jim has great experience and knowledge in technical support, particularly with Delphi programming and MS-SQL databases. He is working on the front line of tech support and will often be the first person callers reach. Jim's direct phone extension is 515, but it is best to reach him at 800-694-6669, ext 2. His e-mail address is JamesJ@ExitCare.com. *Welcome Jim!*



Sarah Magler has joined ExitCare as a Medical Literacy Editor for In-Patient topics. She is a key part of the Document Management process within ExitCare, and will be working closely with Robyn Carley, Rick Redalen and Gary Flashner, as well as almost fifty medical reviewers (physicians, nurses, and other specialists). She can be reached at 800-694-6669, ext 522, or at SarahM@ExitCare.com. *Welcome Sarah!*



Erin Blouin has joined ExitCare as the Western Region Sales Manager. She has had significant technology sales and service experience, including with Microsoft. She can be reached at ErinB@ExitCare.com, or by phone at 800-694-6669, ext 572. *Welcome Erin!*



Mark Steinman has joined ExitCare as the Midwestern/Central Region Sales Manager. He has experience in software and hardware sales, medical recruiting, as well as a degree and clinical experience in cardiovascular technology. He can be reached at MarkS@ExitCare.com, or by phone at 800-694-6669, ext 571. *Welcome Mark!*



Mary Olson, formerly the Western Region Sales Manager has filled the newly created position of Epic Systems Account Manager. She will be working directly with Epic System customers as they plan their migrations to Epic and to ExitCare. She can still be contacted at MaryO@ExitCare.com or 651-379-0479.

SHARE YOUR SUCCESS WITH US!

Regarding Tenet's Sierra Vista Regional Medical Center upgrading of ExitCare from version 6.8 to 7.0:

Sent: Tuesday, November 04, 2008 1:35 PM
Subject: Excellent Technical Support with large Exitcare 7.0 migration and upgrade
Importance: High

Dear Bern Rudisill,
I would like to take time out of my busy schedule to compliment two of your technical support staff: Ryan Marinello and Jim Justin. These two were instrumental in the extraordinary success of our ExitCare upgrade last month. They answered every one of my questions and worked with me to come up with an upgrade plan. After that they were available to assist during the upgrade. Early on we discovered an issue which effected the speed of the conversion and they provided the answers the keep us on track. The most wonderful thing they did was help me create and implement an upgrade plan that allowed my workstations to upgrade automatically! Thank-you, Thank-you, Thank-you. Please do whatever it takes to retain excellent technicians such as Ryan and Jim since they reflect so positively on your organization and product.
Sincerely,

Darrin Gollnick
perotsystems™
Facility Information Services
Tenet Sierra Vista Regional Medical Center

If you have a story or comment to share, please contact the Editor (Chuck@ExitCare.com) for consideration for use in *The Leading Edge* newsletter.