

FRONT LINES

Your First Call Your Best Resource

THA Solutions Group Staff

James L. Goodloe, FACHE
Senior Vice President

James E. Byrd
Vice President

Wes Reade
*Director of Market
Development*

Vickie Lynn Bilbrey
*Vendor Resources
Coordinator*

Amy Cowles
Executive Assistant

Phone: 800-258-9541
615-256-8240
Fax: 615-248-4836
615-242-4803

We're on the Web!
www.tha.com/thasg.html

LBMC HEALTHCARE GROUP, LLC

LBMC has been providing consulting services to health systems, physician practices, long-term care providers, public health authorities, health plans and other healthcare organizations since its inception.

Its broad range of healthcare consulting services focuses on assisting clients with financial, strategic, regulatory, operational and technological needs. Specifically, LBMC has been named by THA as the preferred vendor for Health Insurance Portability and Accountability Act (HIPAA), chargemaster outsourcing, coding, managed care and reimbursement services.

As LBMC's healthcare client base has grown, the company has assembled an experienced team of professionals with diverse healthcare backgrounds. Each member of the LBMC team has specialized training in his or her field of expertise.

In order to ensure the highest quality client service, each team member also has had extensive first-hand experience working in a healthcare provider setting. This enables LBMC professionals to fully understand the various situations faced by its clients. As a result, the company is able to offer practical, realistic and cost-effective solutions.

While continuing to build its healthcare team, LBMC places a high level of importance on the values possessed by each individual. To that end, it strives to employ only those individuals with superior integrity and character. The company understands the values they possess ultimately will influence the values of the entire organization.

For more information about LBMC's services, call 615-309-2374 or visit the web site at www.lbmc.com.

PEROT SYSTEMS HEALTHCARE

Perot Systems Corporation is fully committed to leading the transformation of the healthcare industry—from a segmented model toward a unified system that supports consumer wellness and knowledge by combining the right people, processes and technology.

Since 1988, Perot Systems has been working with healthcare organizations to transform information technology and business operations. More than 5,000 global associates provide integrated, comprehensive technical and business solutions for both the for-profit and not-for-profit segments of the marketplace.

Perot Systems Healthcare customers include four of the top 20 U.S. health systems, more than 300 health-

care providers, thousands of caregivers, 200 health organizations, and a variety of leading biopharmaceutical and healthcare supply chain companies.

The services and solutions available from Perot Systems can serve as the foundation for success in healthcare transformation, and include:

- Better processes and tools for decision support.
- Enterprises that are strategically and electronically integrated.
- Stable and centralized technologies.
- Revenue cycle solutions that may accelerate cash flow.

With the acquisition of Advanced Receivables Strategy, Inc. (ARS), Perot

Systems enhanced its ability to provide on and offsite experts who work hand-in-hand with accounts receivables (A/R) teams to achieve specific revenue cycle objectives. More than 700 talented revenue cycle management experts quickly design solutions, ranging from A/R resolution projects to ongoing outsourcing services or specific projects, such as computer conversion assistance. In 2002 alone, the revenue cycle solutions team resolved more than \$4.5 billion in A/R for hospital customers.

For more information about Perot Systems Healthcare, contact Laura Ashby at 615-383-4480, laura.ashby@ps.net.

MEDITRACT, LLC

In today's healthcare climate, nothing is secure and stable.

Many hospitals face budgetary constraints that limit full utilization of their healthcare capabilities. Healthcare organizations that lack control over their contracts often make payments on expired contracts, incur late fees and miss opportunities to renegotiate or terminate service contracts or act on payer-provider agreements. As a result, negative consequences arise.

It is not difficult for an organization to lose control over contracts and other documents that are critical to the operation of its business. It also becomes hard, if not impossible, to comply with healthcare regulations without using a good contract management system. In doing so, these organizations often overlook a myriad of opportunities to cut costs and enhance their revenue collections.

Fortunately, it is easy for a healthcare organization to gain control over business-critical documents thanks to an innovative contract-management

solution that pairs a customized, centralized contract databases with digital-sending technology. Healthcare organizations require a solution that specifically targets their important contract management needs, an interactive system that enables a user to have full control and contact over important documents in a secure environment.

MediTract's TractManager® service—a leading healthcare contract-management solution on the market—provides the healthcare community with contract management service in which MediTract personnel build a secured database that automatically tracks and manages all third-party contracts within the organization and can be accessed through the Internet. This innovative money-saving and money-making solution is well suited for healthcare organizations of all types and sizes, including nationwide providers, university and not-for-profit health systems as well as small and mid-sized stand alone hospitals, hospital man-

agement companies and state hospital associations.

The most compelling reason for implementing *TractManager*® remains the fact that it is a proven solution that can be installed immediately.

MediTract's employees travel to the actual site to scan all contracts and agreements. A customized database is created, which then is accessible via the Internet and enables a company to share one source of information with any of its sites, departments, employees, etc. Various levels of security access make *TractManager*® information available only to those employees who have permission to view, add to or edit specific contract file information.

MediTract currently serves over 850 healthcare locations throughout 35 states nationwide. For more information about the company or to arrange a demonstration of *TractManager*®, contact Amy Dollarhide at 877-492-8490, adollarhide@tractmanager.com. Information also is available at www.meditract.com.

HOSPITALS SEEK BALANCE BETWEEN REAL ESTATE INITIATIVES, STRATEGY

Hospitals and health system executives must support their mission and strategic advantage by investing in the right mix of real estate assets.

Every hospital across Tennessee is facing pressure from TennCare, Medicare, malpractice issues and escalating costs, yet they must continue to invest and maintain real estate assets that support their mission and core business strategies. Healthcare executives should focus on balancing three components as they make strategic decisions about real estate:

Strategy—Capital—Physicians

While much time and effort of management is spent developing comprehensive business strategies, it is not uncommon for strategies and plans to fail if the right decisions and investments are not made regarding structuring and investing in real estate assets.

These decisions and the resulting performance may be sub-par because the real estate assets are not optimally structured – the wrong type or owned by the wrong entity.

Every health system faces capital constraints, yet they often have a large portion of their fixed assets invested in real estate. It is not uncommon for some systems to have as much as 15 percent to 30 percent of their fixed assets invested in medical office buildings and non-acute care facilities. As such, real estate investments must receive appropriate analysis and consideration as decisions are made to deploy capital for real estate projects.

Hospitals and healthcare systems also face ever increasing scrutiny on the regulatory front when developing, leasing and managing real estate for

and to physicians. New and evolving federal and state regulations require compliance and monitoring to ensure that real estate assets are managed and marketed at fair market values and no excess benefits are received by physician tenants. Physician relationships also can be enhanced or damaged, depending on the manner in which real estate decisions are made and the method used to communicate these decisions to the physician community.

Realty Trust Group focuses its efforts on working with hospital and health system executives as they plan, develop, finance and manage real estate assets that support and enhance business strategies.

INSITEONE, INC. INTRODUCES INDEX® WEB

InSiteOne, Inc., recently introduced InDex® Web, delivering real time, secure web-based access to images stored in InSiteOne's industry-leading archive system.

InDex® Web enables secure access any time, anywhere to lossless images archived at InSiteOne's permanent data storage centers using an Internet or network connection. Images are accessible in real time

in increasing levels of resolution to speed transfer over any bandwidth.

The InDex® Web solution will be hosted at InSiteOne's mirrored permanent data centers in Arizona and Connecticut. Images are sent to these archives for long-term storage from InSiteOne's RAID-based archives located within the customer's individual enterprise.

InDex® Web will allow authorized

users immediate access to quality images anywhere in the world 24/7 with any PC and an Internet connection. It will provide one of the fastest image distribution and workflow solutions available today.

CARTSOFT

CARTSOFT, a software company, provides tools for tracking quality improvement and improving utilization management. C.A.R.T. which stands for Care Accountability and Resource Tracking, was developed around hospital workflow. The program allows: the tracking of system inefficiencies that impact patient treatment and discharge, communication with managed care companies, reducing unnecessary days of care and coordinating case management.

CARTLITE includes an interface to the hospital ADT system, tracks activity with managed care approval and clinical denials and appeals, information on the intensity of service and severity of illness (IS/SI), case management or discharge planning modules. The systems allow staff to identify issues which occur during a patient's stay which may result in a service delay, an avoidable day or a denial from third parties.

CARTUM offers all the aspects of

CARTLITE, plus it adds the 8th edition of Milliman Guidelines. The 8th edition released in late 2002 represents a change in the presentation and focus of the Milliman Guidelines. The format of providing evidence based guidelines in a care path format allows the hospital to focus on improving the length of stay. Use of the new format supports physicians and hospital staff in the care of patients by highlighting key factors in the recovery process.

"Our focus is on helping hospitals improve quality of care," said Manoo Bhakta, M.D., CARTSOFT Developer and Chief Medical Officer. "Milliman has done a wonderful job of presenting guidelines in a hospital friendly format. CARTSOFT can track the patient's status during the stay and record that progress in a patient specific record."

The benefits of CARTSOFT are:

- **Return on Investment** – CARTSOFT assists in reducing managed care

denials and length of stay in DRG based payers.

- **Quality Impact** - While CARTSOFT can show an immediate ROI, the long-term impact is in the data collection and support to quality initiatives.
- **Information Impact** - CARTSOFT interfaces with hospital systems and the database, when linked with decision support or quality improvement activity, is useful in identifying trends and supporting improvement in various specialties or diagnoses.
- **External Guidelines** – CARTSOFT supports the use of multiple guidelines including Interqual and Milliman.

For more information, contact Ken Conner at 423-756-7105 or visit the website at www.cartsoftweb.com.

FACTORS TO CONSIDER WHEN SELECTING TELECOM VENDOR PRODUCTS AND SERVICES

By Steve Mann, President
UTILITIES REDUCTION SPECIALISTS, Inc.

We have seen many companies that over-bought, bought old technology, and/or did not take future growth plans into consideration. This process should start with an old fashioned "Needs Analysis" which may also identify procedural changes as a solution rather than a capital investment.

Once you have documented what you have and what your requirements are, select vendors who can fill those specific needs. Issues that need to be addressed are:

- Has upgrading versus replacement of current system been given adequate consideration?
- Are you buying enough for growth, but not overbuying?
- What are equipment expansion and upgrade costs?
- Can you accommodate growth within a given time frame?
- Can you use your existing investment in technology (i.e.

telephone sets)?

- Can you integrate new technology to your purchase at a later time (i.e. Voice over IP)?
- What is the cost of maintenance after the first year?
- Can you lock in pricing for add-on equipment purchased during the first year?

Once you have answers to the above, you know "*what*" to buy. Now you need to determine "*from whom*". Vendor selection is critical. Factors in vendor selection are:

- What is the vendor's financial stability?
- Are you satisfied with the vendor's knowledge of your market – local government expertise?
- Does the vendor have client references in your geographic area and in government?
- Who is your account team – not just sales?
- Is sufficient technical support available in your area?
- What are vendor escalation procedures – names and numbers?

- Is the vendor using sub-contractors or are they a direct source solution?
- What is the average response time for on-site maintenance?
- What are the vendor's remote diagnostic and repair capabilities?

In summary, ensure that your research results in a knowledge of the total cost of ownership over five years, a satisfaction with the vendor's expertise in your business, a comfort that the investment is going to provide a solution for the next three years, and lastly, that upgrades are available to meet your needs in the future. In closing, "**measure twice, and cut once**". Mistakes in your selections can be expensive!