



The *D*ifference



A semi-annual newsletter written for the users of Digital Innovation, Inc.'s registry software products.

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2009 Users Conference - Baltimore, MD

It's time to mark your calendars for the Digital Innovation 15th Annual Users Conference! This year's event will be held in Baltimore, Maryland from September 30 - October 2. Users can attend software-training workshops, guest speaker presentations, community forum sessions, networking night activities, and one-on-one meetings with DI staff members.

New training sessions, industry specific workshops and guest speaker presentations are planned for the 2009 conference as well as several requested favorite workshops loaded with new examples. Educational opportunities will also be available for regional, state, and central-site personnel as well as for those who work with the software from a technical support perspective. Novice users can opt to participate in DI's pre-conference day to learn registry and report writing basics. Workshops will be available for Collector, NTRACS trauma, and Outcomes registry software products.

The conference location this year is located conveniently in the heart of Baltimore's beautiful Inner Harbor at the Hyatt Regency. This is a prime location. Everything you will need and want is only a few steps away. The Baltimore Inner Harbor is one of America's oldest seaports and welcomes bustling crowds and goods from around the world. The harbor is within walking distance of a wide variety of restaurants, nightlife and other activities such as Oriole Park at Camden Yards, Pier Six Concert Pavilion, and the National Aquarium. A water taxi service connects the Inner Harbor to several other local attractions and night life areas including Fells Point, Canton, and Fort McHenry.

Once again, DI will be applying for approval to award continuing education units (CEU) for successful completion of the conference objectives. Attendees at previous DI conferences have been awarded up to 17 CEU for completion the conference and pre-conference objectives. Attendance numbers at this event have climbed to over 200 for the past several years. By sharing personal insight and learning from others, many users have created valuable professional and personal friendships through this annual event. DI encourages you to take advantage of this unique opportunity to network with other professionals working in the field of trauma.

More information will be provided on our website at www.dicorp.com and emails will be sent periodically to keep you up-to-date on Digital Innovation's 15th Annual Users Conference. We look forward to seeing you in Baltimore, Maryland!



2009 NTDB Call for Data & NTDS Registry Module

The National Trauma Data Bank (NTDB) Call for Data 2009 is now over. A total of 567 facilities successfully submitted data to the NTDB during this Call For Data. That is more than 100 additional participating hospitals than in the previous submission year.

The ACS had made several changes to the data validation process for 2009, which DI incorporated into the NTDS 2009 software updates.

The 2009 Call for Data (CFD) was another step in the ACS's implementation schedule of the National Trauma Data Standard (NTDS). This year's submission process was similar to the process implemented in 2008, and included only those records with an admission date in 2008. All the data had to be mapped as closely as possible to the National Trauma Data Standard (NTDS), and data submissions must have been in the approved XML format to pass submission. The NTDS module update provides the ability to meet these requirements.

The final stage of the NTDS implementation process is the requirement for all data to be submitted using the full NTDS data set. This requirement will be in place for the 2010 CFD, meaning participating hospitals should begin the full data set collection throughout 2009. DI has reviewed and updated the each of the 40+ trauma registry versions it currently supports to ensure that the full NTDS data set is currently available in their NTDS module.

All hospitals that participated in the 2009 CFD can check the NTDB website to review their file submission. All files will be processed approximately 2 - 3 weeks after the CFD. The web site is the hub for data submission and reports retrieval: www.ntdbdatacenter.com.

DI also provided several training sessions to assist our clients with the data submission process. DI hosted live sessions, and offered recorded modules. The modules provide short, concise training for the complete process, from NTDB registration to the creation and submission of the NTDB data file.

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Welcome New Users

DI extends a warm welcome to those hospitals who have recently joined the DI family, and a heartfelt thank you to those who continue to expand their trauma program capabilities by implementing additional DI software products.

DI Central Site, Web Portal and Continuum of Care Servers

Saskatoon Health Region - Saskatoon, SK
Alabama Department of Public Health - Montgomery, AL
Georgia Department of Human Resources - Atlanta, GA
New South Wales Inst. of Trauma & Injury Mgmt. - North Ryde, Australia

Collector

Presbyterian Hospital of Denton - Denton, TX
Royal Darwin - Australia
Peace County Health- Alberta, Canada
San Angelo Community Medical Center - San Angelo, TX
Hopkins County Memorial Hospital - Sulphur Springs, TX
Huguley Health System - Forth Worth, TX
Oakwood Annapolis Hospital - Wayne, MI
Oakwood Southshore Hospital & MC - Trenton, MI
Sierra Providence East Medical - El Paso, TX
Red Deer Regional Hospital - Red Deer, AB



NTRACS

Pardee Memorial Hospital - Hendersonville, NC
Gaston Memorial Hospital - Gastonia, NC
McLaren Regional Medical Center - Flint, MI

DI Report Writer and/or Tri-Code

UNC Hospitals - Chapel Hill, NC
McLaren Regional Medical Center - Flint, MI
Children's Hospital of Alabama - Birmingham, AL
Beth Israel Deaconess Medical Center - Boston, MA
McLaren Regional Medical Center - Flint, MI
Children's Hospital of Alabama - Birmingham, AL
NYC Group
Ontario Province

Burn

Crozer-Chester Medical Center - Upland, PA
UPMC Mercy - Pittsburgh, PA
Lehigh Valley Hospital - Allentown, PA
Methodist Hospital of Indiana - Indianapolis, IN

Outcomes

Cleveland Regional Medical Center - Shelby, NC
Good Samaritan Hospital - Puyallup, WA
Mary Washington Hospital - Fredericksburg, VA
University of Missouri Healthcare - Columbia, MO
Children's Hospital of Alabama - Birmingham, AL
Aurora Baycare Medical Center - Green Bay, WI

State Data Submission (MA)

Anna Jaques Hospital - Newbury Port, MA
Beth Israel Deaconess Medical Center - Boston, MA
Lowell General Hospital - Lowell, MA
Lawrence General Hospital - Lawrence, MA
Boston Medical Center - Boston, MA
Massachusetts General Hospital - Boston, MA
South Shore Hospital - South Weymouth, MA
Berkshire Medical Center - Pittsfield, MA
Tufts Medical Center - Boston, MA
North Shore Medical Center - Salem, MA



Quaint & Cozy Spokane: 2008 Users Conference Recap

Informative training lectures, interactive hands-on workshops, innovative guest speakers, community forum sessions and of course, networking night - these have become both the core and the expectation of the annual DI Users Conference. The 2008 event in Spokane, WA included all of these sessions, with several new topics and report examples to help each attendee increase their trauma software expertise.

Spokane's quaint atmosphere provided a delightful setting for the October event. It is easy to understand why Spokane residents enjoy the laid-back, yet professional pace of their city. Most conference attendees were amazed at the minimal traffic in the downtown district, and many commented on city's friendliness and great food.

In addition to the training sessions led by DI staff members, several others contributed to the conference agenda. DI appreciates the preparation and presentations made by our guest participants. Making full group presentations were Dr. Richard Fantus and Crystal Price (American College of Surgeons - NTDB), Renee Link (Hurley Medical Center) and Mary Ann Spott (Joint Theater Trauma Registry). Community Forum sessions leaders included Linda Molchan (Lawrence General Hospital), Susan Pilcher (Barnes-Jewish Hospital) and Lynn Tucker (Auckland City Hospital).

After a full day of training activities, DI hosted a relaxing and well-deserved break on Thursday. This year's "Networking Night" featured chocolate tasting, selected wines and local brews, as well as a buffet of appetizers, and musical entertainment. Although a bit crowded, the group enjoyed the early outing before venturing out for dinner or back to the hotel.

The last conference session was held on Friday afternoon. Throughout the day, a familiar question could be heard among the attendees - "Where will the conference be next year?" The regular rotation of eastern US, mid-US, western US designates that the 2009 event will be held in the eastern US.

After great consideration, DI has selected a city that has an abundance of excitement, yet will always be "Charm City". We hope you will join us in Baltimore, Maryland for our 15th annual DI Users Conference!

Welcome New DI Employees

DI's growing business and expanding products bring new employees! Please welcome DI's new staff members:

Doug Blair is one of DI's new project managers and works on central site solutions, web solutions, data migration and process improvement efforts.

Rajiv Muliyl is an application developer working on various Collector projects.

Jason Troutman oversees the NTRACS conversion process, including database merges and cutovers.

Josh Stein is an application support technician and helps with technical support, installation and troubleshooting.

Welcome to the Digital Innovation team!

New Training Sessions

Digital Innovation's web-based training program has been revamped, to better accommodate our users' needs and schedules. In the past, web-training sessions were typically four hours in length and comprised of several topics grouped together. The revised sessions are separated into specific topics/areas of the software. This versatile approach allows users to better manage their training plans and their training budgets. The new training sessions have been scheduled for 2009 and are posted on DI's web site.

The administrative and data entry training sessions include two modules. "Setup & Configuration" is an hour-long session that teaches users to access the registry, define and create accounts for accessing the software, perform diagnostic checks, define and setup system options, edit the facility setup, and use several other features. The data entry module, "Data Collection" covers areas such as, accessing the registry module, managing records, editing records, deleting records, navigating through records, and defining and performing validity checks in the software. These two modules, "Setup & Configuration" and "Data Collection" are offered for Collector CVW, NTRACS and CV4 software products (CV4 sessions are scheduled upon request).

DI Report Writer (DI RW) training, once a one four-hour session, has transformed and expanded into six separate modules. Although the series is designed to guide users from basic to advanced report writing techniques, users with some experience may register for any of the modules within the series. Prerequisites are provided to help users identify their best placement. In addition, a new session, "Analyzing Data Requests," has been added for new Report Writer users. This class teaches new users to identify steps used to analyze a data request, and select objects in the DI RW that can be used to fulfill data requests. With this knowledge the new user will be ready to undertake the next modules, such as "Running Your First Reports," that covers how to access and navigate through the DI RW, run standard reports, create

and understand a single criteria search, and a start to learning how to create and use queries. The remaining four sessions will teach the user how to create and run more advance queries, generate statistical reports, form gathers and coded variable, and launch reports in Excel. DI RW sessions are available for Collector CVW, CV4 and NTRACS users.

In addition to the trauma registry and DI Report Writer sessions, DI also offers training for our other products. Training for the Outcomes software is offered in two convenient sessions, which are scheduled monthly. NTRACS FoxFire report writer training, CV4 registry sessions, classes for specific topics and individualized sessions can be arranged upon request.

DI has received a lot of positive feedback on the new web-based training program. Most sessions are scheduled on a monthly basis and have proven to be exceptionally user friendly, cost efficient and registration can be completed within a day of the presentation. Web-based training is hosted live, by an experienced DI trainer and sessions will be coupled with training materials for registered participants.

Topics offered via web-based training are also available through on-site visits. On-site training includes hands-on skills practice and helps keep staff members "on the same page". Topics can also be tailored to meet your staff's needs. Typically on-site training requires about 4-6 weeks of lead-time to schedule.

How do you register for a training session? How do you discover which training sessions will meet your facility's needs? These questions can easily be answered by visiting DI's website at, www.dicorp.com. Under the Client Services tab, you can access all of the training overviews and scheduled web training dates. Training dates can also be found below on this page of the newsletter. Upcoming web-based training dates are posted approximately two to three months in advance. If you would like to inquire about training please email clientservices@dicorp.com.

NEW Upcoming Web Training Sessions

Collector:

Collector CVW Module 1: Setup & Configuration
Collector CVW Module 2: Data Collection

Thursday, July 16, 2009
Thursday, July 16, 2009

Monday, August 10, 2009
Monday, August 10, 2009

NTRACS Trauma:

NTRACS Module 1: Setup & Configuration
NTRACS Module 2: Data Collection

Thursday, July 16, 2009
Thursday, July 16, 2009

Monday, August 10, 2009
Monday, August 10, 2009

NTRACS Burn v5

NTRACS Burn v5 Administrative Module
NTRACS Burn v5 Registry Module
NTRACS Burn v5 DI RW: Analyzing Data Requests
NTRACS Burn v5 DI RW: Running Your First Reports
NTRACS Burn v5 DI RW: Creating Powerful Queries
NTRACS Burn v5 DI RW: Gathers and Coded Variables
NTRACS Burn v5 DI RW: Statistical Reports

Wednesday, July 15, 2009
Wednesday, July 15, 2009
Wednesday, July 15, 2009
Thursday, July 30, 2009
Thursday, July 30, 2009
Thursday, July 30, 2009
Thursday, July 30, 2009

DI Report Writer (DI RW):

DI RW Module 1: Analyzing Data Requests
DI RW Module 2: Running Your First Reports
DI RW Module 3: Creating Powerful Queries
DI RW Module 4: Statistical Reports
DI RW Module 5: Gathers and Coded Variables
DI RW Module 6: Launching Reports in Excel

Friday, July 17, 2009
Friday, July 17, 2009
Tuesday, July 28, 2009
Tuesday, July 28, 2009
Wednesday, July 29, 2009
Wednesday, July 29, 2009

Tuesday, August 11, 2009
Tuesday, August 11, 2009
Wednesday, August 12, 2009
Wednesday, August 12, 2009
Thursday August, 13, 2009
Thursday August, 13, 2009

Outcomes:

Outcomes Module 1: Configuration, Concepts & Letters
Outcomes Module 2: Issue-based Queries for Outcomes

Friday, July 17, 2009
Wednesday, July 29, 2009

Tuesday, August 11, 2009
Thursday August, 13, 2009

**Collector CV4 and NTRACS FoxFire Report Writing are scheduled on request.

Scheduled training dates are also posted on-line at www.dicorp.com

DI offers a variety of training options for all of our software products including web-training and on-site training. For information on these training sessions or to schedule a training, contact DI at clientservices@dicorp.com or 800-344-3668 x227 or visit us on-line at www.dicorp.com.



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DI on the web: www.dicorp.com

Product Support: *THE BACK PAGE*

DI's Product Support Staff Answers Commonly Asked Trauma Registry Questions

Benefits of an email request to DI Tech Support

Digital Innovation's Technical Support Department responds to inquiries by email as well as by telephone.

There are many benefits to emailing an inquiry:

- Email inquiries go to a large group of people within DI. This allows questions to be answered by the first available person and provides a number of staff with the opportunity to contribute to the solution or answer to a question.
- Questions can often be answered very quickly and effectively through email correspondence.
- Emails create a "record" of your transaction with DI's support department. Such documentation includes date, time, and message stored within your email program.
- You can save or print the response to keep for your records.

Collector Technical Support: support@dicorp.com
NTRACS Technical Support: ntracssupport@dicorp.com

CONTACT DI



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Collector:	800-344-3668, option 4 support@dicorp.com
NTRACS:	800-435-3590, option 1 ntracssupport@dicorp.com
Training:	800-344-3668 x227
Product Sales:	410-838-4034 x234 sales@dicorp.com
Project Management:	
Collector:	800-344-3668 x255
NTRACS:	800-435-3590 x255
Billing / Invoicing:	410-838-4034 x235
Software Distribution:	410-838-4034 x267