



A newsletter for users of DI's Collector Registry Systems

“Conference Call”

Calling all Collector Users! You are cordially invited to attend the 9th Annual Collector Users Conference, on October 2 & 3, 2003. Taking place in Nashville, Tennessee, this “conference call” is guaranteed to be your most delightful work experience of the year. Well over 100 Collector Users are expected to attend this annual event, representing more than 35 US states and Canadian provinces, and several countries.

LOCATION! LOCATION! LOCATION!

The Conference will be held at the Sheraton Downtown Hotel, which is located across from the state capitol building, and is just a few minutes walk to dozens of local attractions. A short shuttle ride from the Nashville International Airport gets you from your flight to your room fast and conveniently, where you will be greeted by a friendly and courteous Sheraton Hotel staff. Nashville is a mecca for artists, musicians and all who would like to experience a vast assortment of cultural venues, historical sites and popular tourist destinations.



EXCEPTIONAL LEARNING OPPORTUNITIES!

DI's Collector Conference staff works hard each year to ensure that all attendees can learn new Collector skills, as well as increase their knowledge and understanding of the importance of trauma data collection and its impact on trauma care. This year we've planned even more opportunities to reach both of these goals.

Past attendees have expressed how important it is to include training workshops and guest presenters on the conference agenda. The 2003 agenda includes both of these learning opportunities in Nashville, with the addition of several *new* workshops, *plus* the opportunity to practice your new skills in a hands-on lab environment!

Revisions to some conference workshop favorites will provide new examples and practice exercises. Even if you've attended these before, you'll find the Basic and Intermediate level sessions to be a vital refresher for your day-to-day Collector use. In addition, the new workshops offered will present ways Collector can be used as a tool in Quality Assurance programs and advanced options for developing Collector reports. A full list of the workshop descriptions, as well as a tentative Conference agenda are listed on the registration insert of this newsletter, and can also be obtained from DI's website (www.dicorp.com).



AAAM CODING COURSE OFFERED!

For the second year, DI and AAAM have coordinated to offer more affordable opportunities for training. AAAM is offering the Basic Coding course prior to the Collector Conference - Tuesday and Wednesday, September

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DI Presents First Collector Trauma Data Pool Basic Report

Plans for the unveiling of DI's Collector Trauma Data Pool (CTDP™) Basic Report are on schedule, and moving along well. Several phases of the development process are now complete, and the CTDP Basic Report will be presented at the Collector Users Conference in October.

CTDP is an ideal resource and natural complementary partner for leading national trauma initiatives. In addition to the valuable benchmarking feedback, participants may also participate in the NTDB for no additional charge and without additional data submission steps! Facilities participating in the CTDP and NTDB will also receive the standard set of NTDB comparative reports, which can be integrated with Collector's CTDP reports upon your request, giving you even more insights and value into your trauma data. Data can be submitted on a blinded or non-blinded basis, or even as part of an aggregate group with other Collector users.



Planning and preparation for this new program involved extensive research, analysis and programming efforts. A CTDP Advisory Board was established to enable user input and feedback for the establishment of the data set and report development.

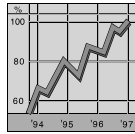
Preparing to receive data from Collector's nearly 50 versions, DI's programming staff has worked diligently to develop an easy and quick data transfer process for participating facilities. An application

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interface was created for the data preparation and transfer to DI. In order to accept the data, a CTDTP database is required - another phase of the project completed within the past few months.



The CTDTP project team continues to meet throughout the summer and work on each detail of this extraordinary project, and are now finalizing the most important return for our users - the CTDTP Basic Report.

The Basic CTDTP Report will be finalized by the end of the summer and presented at the Collector Users Conference in Nashville, TN on October 2 & 3.

CTDTP Membership Agreement forms are now available. Contact Tim Favazza, for more information: 410-838-4034 ext. 22, or tfavazza@dicorp.com.

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30 & October 1, in the *same location* as the Collector Conference! This is a great way to get double training for your travel dollar!

Visit the AAAM website for Basic Coding Course registration information: www.carcrash.org.

A FUN , ENJOYABLE EXPERIENCE!

Realizing we've packed a lot of information into the schedule each day, the evenings are open for exploration and relaxation. A group outing is planned for Thursday evening at the world-famous Wildhorse Saloon. Known for its tremendous size - 66,000 sq. feet of restaurant and dancing space - the venue showcases top local and national musical acts, and provides a casual atmosphere for an entertaining evening.



Other interesting local attractions include Opry Mills (a 1.2 million square foot shopping and entertainment center), the Ryman Auditorium, the Country Music Hall of Fame, Frist Center for the Visual Arts, and a variety of musical presentations including symphony, opera, country, jazz, and more!

The DI staff looks forward to meeting you this fall at the **9th annual Collector Users Conference**. Reservations for the Sheraton Hotel can be made by calling 615-259-2000. A limited number of rooms are available at the conference rate of \$129/night, which includes breakfast each morning. Please indicate that you are registering with DI's Collector Users Conference.



For more information please call Donna Youngberg at 410-838-4034 ext. 27 or visit DI's website: www.dicorp.com.

SUMMER TRAINING SPECIAL!

- * No time for a 2-day training session?
- * Need a refresher for a specific Collector topic?
- * Enjoy short, training sessions covering an individual Collector feature?
- * Avoid requests for training due to budget restraints?



Check out DI's *End of Summer Training Special!*



Throughout the month of August, DI is offering **FREE** web training sessions! Each 90-minute training addresses a specific area of Collector's basic functionality and the software's most popular features. This is an incredible opportunity for both new users and for those who wish to increase their Collector knowledge.

Each Collector facility is eligible to receive up to 2 free sessions. Multiple staff members may participate in each session, provided only one web (one computer) connection is made for each session. Choose from the following frequently requested training topics:

- * Data Entry / Customization Options
- * Basic Queries & Standard Reports
- * Using the Gather Feature
- * User Defined Reports
- * Outcomes Overview

Registration for each training session is limited. For registration information and a complete list of session dates and times, visit DI's website or call Donna Youngberg at 410-838-4034, ext. 27.

Traditional Training Options

Training at Digital Innovation

DI's Maryland training sessions are extremely affordable, and are an exceptional option for individualized instruction. Get away from the office (and possibly the phone), enjoy the relaxed atmosphere, and concentrate on what you want to learn. Plus, you can meet the Collector staff, discuss your questions regarding Collector use at your facility, and take an extra day to visit Baltimore or Washington, D.C.!

On-Site Regional Training Sessions

When you request an on-site regional group training session, a Collector trainer will travel to you! These 2-day sessions provide an economical and convenient opportunity for staff members from several facilities to complete Collector Basic or Advanced Training without extensive travel. Regional sessions normally accommodate 10-15 trainees. On-site sessions for individual facilities are also available upon request.

To coordinate your training session contact Donna Youngberg at 410-838-4034 ext. 27

Collector Outcomes: All Systems GO!

Many facilities have realized the clinical and financial benefits of investing in an electronic tool for QI documentation. The Collector Trauma Outcomes Registry System ("Outcomes") is making a grand impact on the next level of trauma care research. Facilities in six states are now using the software, and enjoying the many benefits of this electronic Quality Improvement tool.

Outcomes is designed to work with the Collector Trauma Registry software, using a simple automated process to select trauma records matching specified criteria, such as deaths, complications and audit filters outliers. These records are flagged for pending review in the Outcomes registry where case management data is integrated with the trauma registry data.

Established records are then easily available for documentation of follow-up and peer review activity. Outcomes enables users to track and assess loop closures for quality improvement and handle document generation for referrals and provider feedback. The system can also be used to prepare peer review summaries, as well as prepare for site visits.

Generating reports in Outcomes is quick and easy. A variety of

standard reports are included with the software, and the same easy-to-use and powerful report-writer used in Collector Trauma Registry is built into the Outcomes registry, as well. Users can build on-the-fly reports in Outcomes using the same familiar procedures used when developing reports in the trauma software. Trending of identified issues, outcomes performance improvement, and trending of provider, department, and facility performance are just a few examples of the reports that can be generated.

An impressive list of Outcomes features makes the software a "must have" for every facility with a Quality Improvement initiative. In addition to document generation, QI analysis (using ACS defined criteria on preventability), and powerful reporting capabilities, other Outcomes benefits include:

- * Flexible data set for documentation, extensive security
- * Customizable features, such as letter templates
- * Access to DI's dedicated technical support and training staff
...and much more

Development of Outcomes Registry systems for use with several customized versions of the Collector Trauma Registry has already been completed. For more information, or to register for one of the regularly scheduled, bi-monthly web demonstration sessions, contact Jim Roberts at 800-344-3668 ext. 21.

Welcome New Clients

This summer issue includes a special edition of DI's "Welcome New Clients" column. As in the past, we are happy to announce the addition of several new Collector facilities. However, DI is also pleased to announce, and welcome to the DI family of users, a consortium of facilities using another trauma registry software.

As part of our continued expansion and commitment to the trauma registry market, Digital Innovation has acquired the maintenance and support contract rights for the Trauma! database registry software from Cales & Associates. This expands upon Collector's market lead, further protecting your Collector investment, and DI now represents the largest registry vendor by a wide margin. Current Trauma! software users will continue to receive technical support services. It is a pleasure to be working with, and providing trauma registry services for these facilities.

DI also sends a warm welcome to many new Collector users. Some of the most recent facilities to come on board include:

Inland Counties EMA, CA
San Luis Obispo EMS Agency, CA
Lowell General Hospital, MA
Elliott Hospital, NH
Carilion Roanoke Memorial Hospital, VA
Sentara Norfolk General Hospital, VA

Has Your Collector Contact Information Changed?

Please help us provide timely information to you and others at your facility. Use the newsletter@dicorp.com email address to inform DI of any Collector personnel changes. Please include the following information:

1. User's name, position title, phone, fax and email
2. Action to be taken: Add to, delete from, or replace some one on the current list.

DI Contact Information

Fax: 410-893-3199	Web site: www.dicorp.com
Collector Technical Support:	800-344-3668, option 4 410-838-4034, option 4 support@dicorp.com
Collector Sales:	410-838-4034, ext. 21
General Questions/ Projects:	410-838-4034, ext. 25
Billing/Invoicing:	410-838-4034, ext. 9

Questions or suggestions for future issues can be sent to:

Mail: *The Difference*
Digital Innovation, Inc.
134 Industry Lane
Suite 3
Forest Hill, MD 21050

Email: newsletter@dicorp.com





DIGITAL INNOVATION, INC.

134 Industry Lane
Suite 3
Forest Hill, MD 21050

To:

DI is on the Web...
www.dicorp.com

Product Support: *THE BACK PAGE*



DI's Product Support Staff Answers Commonly Asked Collector Questions

Q. How can I query for all patients EXCEPT those meeting a specified qualification? (Create a *Negating Query*)

A. Using a technique called "negating a query", records meeting a specific qualification can be excluded from query results. The following example walks through the process of querying for all patients *except* those who were discharged from the hospital alive within 2 days.

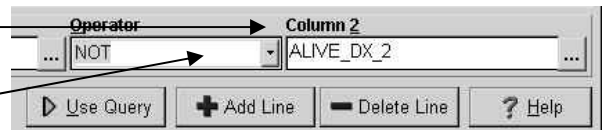
1. Write the query that selects the group of patients to be excluded from the final patient group. In this example, the query will have two criteria, and records selected must *match each* of the criteria:

- Discharge Status = Alive
- Hospital Days <= 2



2. Save Query As: ALIVE_DX_2_DAYS (sample name)

3. Start a new query and use the ALIVE_DX_2_DAYS in Column 2.



4. In the Operator Column, select NOT from the drop-down menu.

5. The NOT operator will select all the records that DO NOT meet the query criteria.

6. The same technique can be used to negate **any query** written and saved in the Collector report writing system!

