



The *DI*fference

A semi-annual newsletter written especially for Digital Innovation, Inc.'s Registry Software Users.



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Summer 2005

What a *DEAL!*

DI's Annual Conference to Feature Collector & NTRACS in Las Vegas!

Don't miss out! It will soon be time for DI's most exciting event of the year - our annual **Users Conference**. DI is looking forward to hosting this 11th year of the conference in a city often requested by past attendees. Please make plans to join us **October 13th & 14th, 2005** in fabulous Las Vegas, Nevada!

With the addition of the NTRACS software line to DI's product line earlier this year, the 2005 conference will echo DI's continuing growth. DI's conference is expanding to provide NTRACS specific training workshops.

For Collector users, we've modified the agenda to better meet your needs. Several new workshops are being offered and all attendees will have hands-on lab time! For those Collector users new to the program, a Collector Pre-Conference Basic Training day on October 12th will bring you up to speed and ready for the full conference.

In addition to the training workshops, you'll have the opportunity to be among the first to hear and provide feedback on DI's plans for future software updates.



Four of your colleagues in trauma have prepared informative presentations on several current trauma topics and a few surprises are also planned.

Of course we haven't forgotten that we'll be in the entertainment capital of the world. We've scheduled lots of networking opportunities. You can make and renew friendships, explore the city, or just relax by the pool.

Our conference hotel is the Alexis Resort. It is a non-gaming facility located about one mile from the world famous Las Vegas Strip. Cabs and a shuttle are conveniently located outside of the front door and can get you to the multitudes of shows and casinos within minutes. Also, within just a block or two of the Alexis Park are several restaurants, a shopping center, as well as the fabulous Hard Rock Hotel and Casino.

Yes, this conference really is as good as it sounds. Registration details and a conference agenda are provided on the enclosed flyer. Don't miss this great event in this exciting city.

See the newsletter insert for conference agenda & details!

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NEWSLETTER TRIVIA

What is *Artemisia tridentata*?

(answer on pg. 3)

NTRACS Transition: A Smooth Ride

The transition of the NTRACS software to Digital Innovation was completed this past July. During the past few months, DI initiated several processes to make the transition a smooth and enjoyable one.

Technical support and training options were among the first of the details to plan. To ensure a seamless support transition, DI's technical support staff was expanded and trained on the NTRACS software. Additionally, DI acquired the technical support phone number so that NTRACS users can call the same toll-free support line (800-435-3590) and reach a friendly DI technical support staff member. A dedicated email address (NTRACSupport@dicorp.com) was added as an alternative method for contacting technical support.

When training is needed, NTRACS users can choose from on-site, DI classroom or web-based training options. Continuing the original option provided by the American College of Surgeons, DI will offer classroom sessions at our Maryland office several times throughout the year. Users can stay at the office (or even train from *home*) by selecting the on-site or web-based training option. Web training sessions will be offered on a regular basis and can be requested via email or DI's web site. See page 3 for training information.

DI is also planning for the next update to the NTRACS software. The Welcome Packet sent to all NTRACS facilities in May included a Users Survey. Responses to the survey plus feedback from users will be considered as plans for the update continue.

For DI, it has been a pleasure meeting our new clients. We look forward to meeting each of you and working with you for many years to come.

WELCOME

It is always a pleasure to welcome new Collector users as DI clients. With the availability of more DI products, our list of new users also includes current users who are expanding their capabilities by including add-on registry tools. We appreciate the recent Collector and NTRACS software additions at the following hospitals and EMS agencies:

New Collector Trauma Registry Users

AtlantiCare Regional Medical Center, NJ
Capital Health System, Fuld Campus, NJ
Changi General Hospital, Singapore
Christchurch Hospital, New Zealand
Cooper Health System- Main Campus, NJ
Dunedin Hospital, New Zealand
Eastern Idaho Regional Medical Center, ID
Hackensack Medical Center, NJ
Jersey City Medical Center, NJ
Jersey Shore Medical Center, NJ
Logan Regional Medical Center, WV
Morristown Memorial Hospital, NJ
New Jersey Trauma Center, Univ. Hospital, NJ
Northwest Regional Hospital, TX
Norton Sound Regional Hospital, AK
Robert Wood Johnson Medical Center, NJ
Sacred Heart Hospital, WI
Saint Joseph's Regional Medical Center, NJ
Uniontown Hospital, PA
Washington County Hospital, IA
Williamsport Hospital & Medical Center, PA

New Collector POPIMS Registry Users

DuBois Regional Medical Center, PA
Pocono Medical Center, PA
Univ. of Pittsburgh Medical Center, PA

New Collector Outcomes Registry Users

Eastern Idaho Regional Medical Center, ID

New NTRACS Users

Keweenaw Memorial Hospital, MI
St. Rose Dominican Hospital, NV
Memorial Health University Hospital, GA
Rapid City Regional Hospital, SD

Enhancing Your Outcomes Program Initiatives?

The Collector Outcomes software can start you on your way! Installations of the product have increased tremendously in recent months, with versions now available for use with more than 10 customized versions of the Collector Trauma Registry.

Plans are also underway for the development of the interfaces that will enable the use of the Collector Outcomes software with NTRACS.

For more information on getting started with the Outcomes Case Management Software, contact DI's sales department at 800-344-3668 ext. 234.

More Staff Additions for DI!

DI is pleased to announce the recent addition of two more full-time staff members to our service team. These additional resources will help ensure that each of our more than 1,000 client facilities will continue to receive quality personal service. As our client base increases, DI is adding staff to demonstrate that our commitment to product development and customer support remains strong. Therefore, please join us in welcoming **Eric Agan** and **Jeff Curry** to the DI team.

Eric joined the DI employee family in late June. In his role as EMS Product Coordinator, Eric's primary focus will be providing product development research for the enhancement of DI's EMS Collector product. As a firefighter and EMT in Maryland for more than 10 years, Eric understands from first-hand experience the importance of his role. In addition to his emergency services experience, Eric also has several years of experience in the computer industry. While working for the US Geological Survey and the US Army Research Laboratories, Eric's responsibilities included the areas of user support, training, web development, and network trouble-shooting. He also valuable gained customer service experience working for Comcast.

During his free time, Eric enjoys mountain biking and kayaking, and dabbling as an amateur musician.

Making his DI debut in mid-July, **Jeff** joined the staff as a Support Technician. Jeff brings a wealth and variety of experience to DI as he has been involved with testing and data collection for US military projects, technical support services for Sylvan Learning Centers, and was a campus computer specialist for Goucher College in Baltimore where he developed and maintained a variety of specialty computer labs. Jeff is DCSE certified and also has experience as an owner and operator of a successful computer repair business.

Jeff also enjoys being a musician on the side, but he knows his free time will soon be slim. He and his wife are looking forward to the birth of their first child in just a few months!



DI Contact Information

DI's Mailing Address: 134 Industry Lane
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The Difference email: newsletter@dicorp.com

Technical Support:
Collector: 800-344-3668, option 4
or support@dicorp.com
NTRACS: 800-435-3590, option 1
or NTRACSupport@dicorp.com

Training: 800-344-3668 ext. 230
Product Sales: 410-838-4034 x234
or 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 x237

SOFTWARE TRAINING

Software training is available throughout the year for all DI software products.

Web Training

Convenience and affordability have made training via the web a popular option. Several levels of training for Collector and NTRACS are offered on a regular basis. Upcoming dates are listed below. Descriptions of each module are available on DI's website or by contacting DI's Sales and Marketing Department.

On-Site Training

On-site training for NTRACS and Collector products is also available. Contact DI sales for more information.

Training at DI

NTRACS at DI

Group training sessions for the NTRACS software are scheduled several times a year at DI's Maryland offices. The dates for upcoming course will be posted on DI's web site, www.dicorp.com.

COLLECTOR at DI:

Collector training sessions at DI are scheduled upon request.

UPCOMING COLLECTOR WEB TRAINING:

Web training sessions are scheduled monthly. A series of three modules are available. Users can select one, two or all three and register for each when ready.

August:

Thur. 11th - Module 1 "Intro to the Collector Trauma Registry"
Wed. 17th - Module 2: "Collector Report Writing I"
Tues. 23rd - Module 3: "Collector Report Writing II"

September:

Wed. 7th - Module 1 "Intro to the Collector Trauma Registry"
Tues. 13th - Module 2: "Collector Report Writing I"
Thur. 22nd - Module 3: "Collector Report Writing II"

TO SCHEDULE A TRAINING SESSION:

For more information or to schedule training for any of DI's software products, call 800-344-3668 ext. 230 or send an email to sales@dicorp.com. Training session descriptions are available for review on DI's web site - www.dicorp.com.

UPCOMING NTRACS WEB TRAINING DATES:

August:

Tues. 16th - Basic: "Set up, Configuration and PI Indicators"
Mon. 22nd - Intermediate: "Custom Report Writing"
Wed. 31 - "Advanced Report Writing / Data Import"

September:

Fri. 23rd - Adv: "Advanced Report Writing / Data Import"
Mon. 26th - Basic: "Set up, Configuration and PI Indicators"
Fri. 30th - Intermediate: "Custom Report Writing"

November:

Fri. 4th - Basic: "Set up, Configuration and PI Indicators"
Wed. 9th: Intermediate: "Custom Report Writing"
Mon. 14th - Adv.: "Advanced Report Writing / Data Import"

December:

Wed. 14th - Basic "Set up, Configuration and PI Indicators"
Fri. 16th - Intermediate: "Custom Report Writing"
Tues. 20th: Adv: "Advanced Report Writing / Data Import"

DI to Host 2005 NRCPR Conference

The 2005 National Registry of Cardiopulmonary Resuscitation (NRCPR) Users Conference will be held on September 15 and 16 at the Holiday Inn on the Bay in San Diego, California. This year's conference will include presentations by NRCPR Science Advisory Board members as well as Digital Innovation staff, training, and small group breakout sessions. Topics will include MET Medical Emergency Response Teams, local reports, and the next update to the NRCPR software, among others. The cost to attend the conference is \$195 per participant (including continental breakfast, lunch, and AM and PM breaks both days).

Please visit the NRCPR web site at www.nrcpr.org to register for the conference and for hotel reservation information. A complete agenda for the conference is now posted on the NRCPR web site. We look forward to seeing you in San Diego!

2nd Annual Scholarship Awards Presented

In May, Digital Innovation awarded the second annual Dr. William J. Sacco Awards to two high school graduating seniors. The scholarship was established by DI President and CEO Dr. John Kutcher in 2004 to honor Dr. Sacco's lifelong dedication to the teaching and application of mathematical skills.

Award recipients were selected based upon their demonstration of the application of critical thinking skills, problem solving techniques and involvement in the field of mathematics. The recipients received a certificate and a cash award to assist with their continuing studies.

TRIVIA ANSWER: What is *Artemisia tridentata*? "Big sagebrush" - also known as the state flower of Nevada. This aromatic, woody shrub stands from 4-30 cm tall. Young stems are silvery-gray, while the older stems become grayish brown. The oldest stems have bark which is noticeably shredded. The leaves are gray, crowded and narrowly cuneate with 3 rounded teeth or lobes on the blunt tip. They are silvery green above and below and strongly scented. The leaves alternate on the stems, and they may be both deciduous and winter persistent. The flower heads are loosely spread out along the tips of the branches. The flower heads are solely discoid with 3-8 flowers per head. Big sagebrush flowers from late summer into fall - *just in time for DI's annual Conference!*



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DI on the web...

www.dicorp.com

Product Support: *THE BACK PAGE*

DI's Product Support Staff Answers Commonly Asked Questions



Why are different classifications of body regions used within Collector?

Part I of this series was published in the Winter 2005 issue of *The Difference*. The article identified and described the three injury coding models used within Collector. A copy of the Winter 2005 newsletter can be downloaded in a .pdf format from DI's web site.

PART II: Injury Severity Score Body Region Classification (ISS-BR system)

ISS-BR is used to calculate the Injury Severity Score. The ISS-BR system consists of six body region classifications:

Region	BR	Description
Head and Neck	1	Includes any injuries occurring in the head or neck (excluding injuries to the face, mandible and eye)
Face	2	Includes injuries to the face, mandible, eye (socket and orbit)
Thorax	3	Any injuries to the chest
Abdomen	4	Any injuries to the abdomen including pelvic contents but not the pelvic bones
Extremities	5	Any injuries to the extremities including the pelvic bones
Superficial	6	Any injuries involving the skin (all layers) but no underlying organs or structures

The individual AIS severity for each injury is classified into one of the six body regions. To calculate the ISS, determine the most severe (highest) severity value from up to three different body regions. Square each value, then add the squared values together to determine the ISS. The ISS-BR classification is NOT used when there is at least one injury with a severity score of 6 (Maximum severity). Instead the ISS is automatically set to 75.

EXAMPLE:		Maximum	Most Severe	Squared
Region	AIS scores	Severity	(up to 3 Regions)	Values
Head and Neck	2,3,4	4	4	16
Face	2,3	3	3	9
Thorax	-	-		
Abdomen	4,2	4	4	16
Extremities	2,3,1	3		
Superficial	2,1,1,1	2		

ISS=41

The ISS can be interpreted as an anatomical measurement of overall patient severity with increasing values indicating more severe injuries. ISS is also one of the key components in calculating the TRISS probability of survival measurement.

In the next newsletter, we will examine the Abbreviated Injury Scale Body Region classification (PREDOT BR).