



April 2005

FMQAI Times

FMQAI Birthdays

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Nicki Berry.....	02
Lori Hilton	04
Charles Dion	08
April Winkelmann	10
Lisa Drossos	13
Rochelle Barberio	23
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Employment Anniversaries-April

Mary Rose Guadamor
April 26, 1994

Gladys Worlds
April 17, 2001

Prim Ennis
April 30, 2001



FMQAI Times Representatives

- Shelley Galloway, x3569
- Darlene Luzod, x3811
- Bonnie Mason x3570
- Mary Maynard, x3202
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Nursing and Healthcare Information Technology

Submitted by Darleen Luzod

Florence Nightingale, a statistician and the founder of modern nursing, often alluded in her writings of the importance of documenting data and information to be utilized in managing patient care. Today, the management of healthcare data has become even more important than ever and has been revolutionized by healthcare information technology.

Information technology has transformed healthcare and will continue to change how it is delivered in the future. Its role in advancing the field of Nursing has made a major impact on the way nurses work.

A relatively new specialty in nursing has emerged called nursing informatics. According to the American Nurses' Association (ANA), "Nursing Informatics is a specialty that integrates nursing science, computer science, and information science to manage and communicate data, information, and knowledge in nursing practice. Nursing informatics facilitates the integration of data, information and knowledge to support patients, nurses and other providers in their decision-making in all roles and settings. This support is accomplished through the use of information structures, information processes, and information technology." (ANA Scope and Standards of Nursing Informatics, 2001).

Today, more healthcare organizations are installing information systems and have recognized the importance of involving nurses from the planning stages and throughout implementation. You will continue to hear about the value of technology in healthcare and the changes it will make in nursing roles. Computers in nursing will be utilized in all healthcare settings to improve patient care, ensure patient safety, and optimize quality care.

The nation is pushing for information technology in healthcare and the time has come for healthcare to leave the paper-based world. Change is inevitable and the nursing profession is being challenged to meet the needs of the future.

Reference American Nurses Association (2001). Scope and Standards of Nursing Informatics Practice. Washington, DC: American Nurses Publishing.

Top 10 Reasons Why You Should Use myuhc.com

Submitted by Mary Maynard

1. It's all about you

myuhc.com provides all the details of your health plan coverage online. We do the work of organizing and storing your information securely so you can find it whenever it's convenient for you.

2. Find a physician

The physician directory is customized to your specific plan to help you find a physician that participates in our broad network.

3. Learn more about your coverage.

Check coverage details for you and your family members. myuhc.com is a great place to find out what's covered under your plan as well as your copay and deductible information.

4. Get an ID card, anytime

Lost your ID Card? No problem. Print a temporary ID card or request a replacement card anytime.

5. Search for pharmacy information*

Find information to help you make informed decisions regarding medications for you and your family.

6. Be in control of your medical costs

You can predict the cost of your health care with very little effort by using myuhc.com. Our estimator tool determines your annual costs of managing a condition or illness.

7. Select a hospital based on its performance

Before you choose a hospital, compare performance reviews with other hospitals in your area.

8. Get organized and reduce clutter

Don't file and store all that paperwork. Let us do it for you. View your claims information online, anytime.

9. Stay Healthy

Identify your personal health habits, learn techniques to stay healthy, and get a "lifestyle score" to compare yourself against others of the same age and gender with the Personalized Health Assessment.

10. Save Time

Let us simplify the management of your health care account. With immediate online access we can provide the answers you need quickly and easily.

Register on myuhc.com today and get the most from your health plan. Registering on myuhc.com is easy, simple and immediate. Just visit www.myuhc.com and select "Register Now."

*You must have UnitedHealthcare pharmacy benefits to see pharmacy information on myuhc.com.



Is It Worth the Rent?

Movie Review by Smith & Potter

The opinions expressed herein are not necessarily those of the entire FMQAI Times staff.

The Incredibles

Run Time: 115 minutes. (2004)

Rated PG for some Adult Language, Mild Violence

(Starring the voice talents of Craig T. Nelson, Holly Hunter, Samuel L. Jackson, Jason Lee & more)

SMITH

Talk about your witty, multi-dimensional and action-filled animated movie designed for adults and children alike! This is the answer to the "Superheroes: Where are they now when you need one" question rolled into a fine, classic animation with all the humor, wonderful scripting and creative genius from Brad Bird and those fine folks at Pixar studios. This movie takes a closer look at a society that is lawsuit happy (hmmmm) even the superheroes are getting sued! So, what happened to Mr. Incredible and Elastigirl from back in the day? They have gone into hiding and now resume a normal life (or so we thought) as typical citizens performing blue-collar and white-collar work. However, when Mr. Incredible alias Bob Parr, insurance agent, begins to help too many people in the insurance business, his boss takes notice.

Bob misses his superhero glory days and wants to seek adventure again. So he finds himself agreeing to a strange opportunity and gets entangled into something far more than he expected. A new villain, Syndrome (voiced by Jason Lee), has emerged and Mr. Incredible (voiced by Craig T. Nelson) finds himself useful again. Mrs. Incredible, alias Helen Parr and Elastigirl, gets suspicious of Bob's behavior and begins to investigate what is going on within her family unit.

This movie is so realistic with the adult humor and everyday trials and tribulations that we experience in person, to comprehend this happening is not far from the shallow end. Baby Jack-Jack is hilarious and such a treat to watch in the extra feature included with the movie.

Personally, I loved the roles of Helen (voiced by Holly Hunter) and costume designer Edna (wonderfully voiced by Brad Bird). They add the attitude and style to represent today's multi-talented ladies. This colorful masterpiece should be added to your collection of keepers! My kids have watched it 6 times already, since being released March 15th, and I guarantee you will love it too!

It is available in Fullscreen & Widescreen formats for your DVD viewing preference.

I give it a 5-hero rating.



POTTER

The Incredibles is...well, incredible. Sorry about that. My creative writing teacher always told me to "avoid clichés like the plague." The plot is sharp and, for a cartoon, believable (this is a cartoon, right?) and the script is very funny. Pixar is rapidly moving this genre ahead at light speed. How much longer before real actors are obsolete? The main characters, Bob and Helen Parr (Mr. Incredible and Elastigirl), are in the "Superhero Relocation Program" to protect them from frivolous lawsuits. But Bob and his old friend Frozone (Samuel L. Jackson) hang out at night in their cars and reminisce about the good old days, fighting crime and saving the world.

A great line in this movie is when Mr. Incredible is being interviewed on television: "Saving the world is like cleaning the house; you save it and twelve minutes later it needs saving again! It won't stay saved!" Bob gets back in the superhero business and his family (3 super kids and a super wife) all join in. That's all I'm going to say about it. This movie is very watchable and very funny. It's the funniest cartoon since Dumbo (my personal favorite: "I believe I've seen about everythang, when I see an elephant fly..."). Rent it, watch it, laugh a lot. And don't be embarrassed about renting a cartoon; it's suitable for children of all ages...Dang it! Another cliché!

I gave it 4 heroes out of 5 rating.



A Veritable Plethora of Passwords

Submitted by Bill Weinheimer

It's a rare day in the IS area when we don't get a call or a visit about passwords. What I would like to do is clear up some of the confusion that ensues because of the various types of passwords and the policies behind their adoption. I will also talk about what the future may hold for passwords.

Passwords have been around as long as the 1001 Nights, with the "Open Sesame" phrase to open the cave of the forty thieves. With the advent of computers, passwords were seen as the solution to the problem of the computer verifying who is interacting with it at any given time.

Originally, both user names and passwords were numbers. In the early days of mainframes a user was defined by two 5 or 6 digit numbers. Obviously this taxed the memory of lots of folks. Fortunately, the user was soon allowed to register with a real name, and the password became easier to remember and use.

With the computer revolution and its subsequent increase of the number and distribution of personal computers, it then became obvious that proper management of passwords would be an increasingly important issue.

When an FMQAI associate begins to work, they are faced with the first password prompt. This one is generated by the Novell client and when successfully filled in allows access to the Novell SDPS LAN. Policies dictated by CMS require this password to be changed every 90 days.

Once you have authenticated to the Novell network, you may think your passwords are complete. Wrong. No sooner then the hourglass clears and your Windows login goes away then the next password prompt shows up. This password is for the GroupWise e-mail system. Those of you who have been here for some time will remember that this password wasn't always required. It was added to the login sequence when our e-mail was made available through the Internet. After all, if you access your mail from an outside PC then the GroupWise password is the only authentication you will see.



Those who use the SDPS applications (CRIS, PRS, and PARTner) will see yet another password prompt. This account accesses applications which work from databases that actually exist on Database servers at IFMC. They are always on a 62 day cycle maintained on the remote servers.

Another recent addition to the every day work setting here is the password protected screen saver. CMS mandated this change in our work environment as well, so please don't ask us to change or do away with it. We would be non-compliant if we did, and CMS can certainly detect whether or not the password protected screen saver is implemented.

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At the end of each workday, one of our last tasks is to log in to the HSAG portal and enter our work hours into the time sheet program. These two applications each require password authentication. The accounts and policies for these passwords are maintained by HSAG in Phoenix.

So far, without trying too hard, I have discussed five different passwords that most of us have to deal with on a daily basis. Each one has different policies (how long they must be, which characters are allowed, how soon they expire, how long (if ever) before a password can be reused, etc.) and each one is maintained by a different organization in a different location. There are other passwords that also come into use for some or all of us, Corporate Server, Knowledge Management Clearinghouse, Goldmine, and Voice Mail are some examples. This is why when we receive a password reset call we will ask so many questions. Some we may be able to work on ourselves, but in many cases all we can do is pass on your problem to the next level.

What may happen in the future? Some of you may have heard of biometrics, a new means of authentication which measures some characteristic of the human body that is undisguisable and unique to the individual. Two promising biometric methods are fingerprint scans and retinal scans. Both types of technology are currently available, but unfortunately are still rather costly. Another non-password method of authentication is the magnetic strip on the back of an ID card. Use of this method is also fairly straightforward and foolproof. In this case as well, the expense of the card reader precludes widespread adoption.

Hopefully this little discussion has helped to unravel the mysteries of passwords, as well as given me a legitimate opportunity to use the word plethora.

Meet...

Susan Holderness

Hi, I'm Susan Holderness, the new Administrator of Planning and Evaluation. I am excited to be joining FMQAI at this point in our nation's quest to improve healthcare.

I was born and raised in Miami, went to Mt. Holyoke College in Massachusetts, and married my husband of 35 years, Jerry, soon after graduation with a degree in political science, economics and history. We spent the first eight years of our marriage with him on active duty in the US Army at various assignments in Pennsylvania, Germany, Oklahoma, and New Mexico. Then his corporate career took us back to Pennsylvania and New Mexico, and most recently, Washington State.

I completed my Master's in Education and the Ph.D. in Educational Administration along the way. We

moved back to Florida last April in search of sunshine and quality of life.

I have led organizations, managed projects and budgets, conducted original research, written and published articles, developed and delivered training, and made presentations at national, state and local conferences.

I have provided leadership for statewide strategic planning activities, facilitated public meetings, written successful grant applications, and served in senior leadership positions in public and private agencies. I have administered state and federal contracts, including serving as Project Manager for a multimillion dollar contract to provide environmental compliance analyses, documents, and permit applications for nuclear cleanup conducted by the US Department of Energy.

Jerry and I have two children. Our daughter and her husband are both Army Officers currently assigned at Ft. Leavenworth, Kansas, but enroute to Ft. Bragg, NC this summer. I'm thrilled they will be bringing our two grandboys, ages 5 and 7, back closer to us. Our son Peter lives in LA and does social action and immigration work. We love to travel, read, and go to the movies, and I play in our church's bellchoir. We are enjoying our new lifestyle of condo living in downtown St. Petersburg where we walk everywhere with our aging West Highland White Terriers (mother and daughter, ages 14 and 11).

I'm looking forward to planning and beginning the 8th SOW, and I am proud to be associated with such a talented and committed group of people.



**Remember to change
your clocks
this weekend**

Sunday, April 6, 2005

Daylight Saving Time

Spring Ahead!



Submitted by Amanda Taylor

A little jewel of an Eclectic Fine Dining Restaurant can be found in Palm Harbor - it's called "Massimo's".

Don't let the location fool you. Massimo's is the Culinary Child of Massimo Patano, who, until opening this restaurant in January 2004, resided at Armani's (Grand Hyatt Tampa Bay).

The atmosphere of Massimo's is very European and worldly travels can be experienced via the taste buds through the artful collection of Italian, French, Mediterranean and Asian cuisine.

Open for Lunch, Tuesdays through Fridays from 11:30am - 2:30pm. Try the popular Homemade Three Meat Burger. A collaboration of beef, veal and pork topped with grilled Vidallia Onions and Swiss Cheese, topped with a Toasted Herb Bun. Lunch ranges from \$7.50 - \$14.99.

Dinner is my favorite. Try the Veal Massimo. A generous 12 oz veal chop, served with a black bean, mascarpone cheese, and balsamic vinegar sauce. Delicious!!! For you seafood eaters, dive right into the Diver's Scallops & Jumbo Shrimp, which is prepared with a savory sauce

of orange juice, honey, cilantro and ginger. Bon Appetite!!

Dinner is served Tuesday - Thursday from 5:30pm - 10pm. Friday & Saturday from 5:30pm - 11:00pm.

For those large, eventful occasions or corporate power meetings, a private dining room is available that can accommodate up to 40 people.

Massimo's
31876 US 19 North
Palm Harbor FL
(727) 784-1881
www.massimosrestaurant.com



New Web Tool Available from Medicare

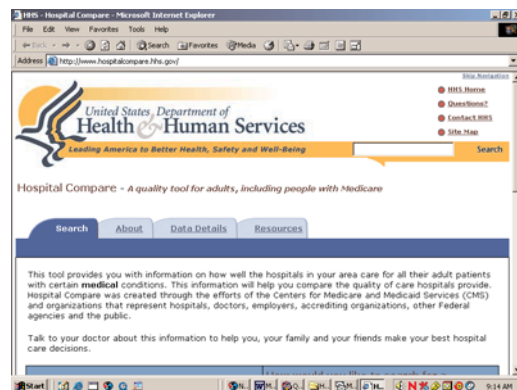
Submitted by David Ruscitti

The Centers for Medicare & Medicaid Services (CMS), an agency of the U.S. Department of Health and Human Services, has released a new web tool to help beneficiaries, their family members and professionals who assist beneficiaries with making a decision of selecting a hospital. Hospital Compare is now available on www.hospitalcompare.hhs.gov and www.medicare.gov and provides general information on hospitals as well as measures of quality. For those without Internet access, the same information is available by calling 1-800-MEDICARE (1-800-633-4227).

The four sections of Hospital Compare include:

- Search (default): allows you to find hospitals in a specific area.
- About: provides background information about Hospital Compare and how to search.
- Data Details: includes detailed information about the quality measures.
- Resources: provides additional helpful sources of information, including CMS publications, related Web sites and a glossary of terms used in Hospital Compare.

Begin searching for a hospital by selecting a geographic region. This search can be done by selecting a state, county, city, ZIP code or by hospital name. You will then see the number of hospitals meeting your search criteria. You may search either by acute care (general hospitals) or critical access (small, remotely located) hospitals. Basic information about the hospitals that meet your search criteria is displayed, including the hospital's name, telephone number, if they operate an emergency department and if they are accredited. You may select up to 10 hospitals within each group.



The next step is to select one or more clinical conditions (heart attack, heart failure, pneumonia). Within each clinical condition, quality measures are displayed. You can then view all the available quality measures, all the quality measures for a clinical condition, or an individual quality measure.

There are two other comparative tools, Nursing Home Compare and Home Health Compare, available on www.medicare.gov and from 1-800-MEDICARE.

For step-by-step guides on navigating through Hospital Compare, Home Health Compare and Nursing Home Compare, click on the Quick Start Guide links below:

Hospital Compare:

http://www.fmqai.com/Hospital/Hospitalpdf/web%20guide_1.pdf

Home Health Compare:

<http://www.fmqai.com/Homehealth/pdfs/351015817Aguide.pdf>

Nursing Home Compare:

<http://www.fmqai.com/Nursinghome/pdf/NHCWebguide.pdf>

Quality of care is an important consideration, and the new publicly available quality measures can help make decisions easier. The information available should be used to conduct meaningful dialogues with the hospital staff and in conjunction with other resources in the community. For additional information, contact Dave Ruscitti at ext. 3255.