

Newsletter



**TCS HEALTHCARE
TECHNOLOGIES**

The Clear Choice of Medical Management Professionals



CEO PERSPECTIVE

Catching the Wave—It's All about Commitment

By Rob Pock, Founder & CEO
TCS Healthcare Technologies

Growing up in California I learned to surf as a teenager. Little did I know that during my “senior years,” I would be riding some of the best waves on the planet. As providence would have it, I was blessed to live on the North Shore of Kauai for a decade while in my 50s. During those years on the Island, I surfed two- to three-hour sessions about 12 times a month. That equates to 2,880 hours on my surf board, passing over (or under) approximately 720,000 waves. I estimate that I rode more than 10,000 waves, more than anyone deserves.



Needless to say, I became good at it. That much time dedicated to any sport (with the

exception of golf), should produce good results. Commitment was the key to my success in riding any one of those 10,000 waves. There is a point when you are paddling to catch a wave that you have to give it all you’ve got to catch it, but once you’ve caught the wave there is one final decision to make. I call this the point of commitment.

A few weeks ago I was enjoying the winter surf on Kauai. The surf was overhead (6 to 8 ft.), and I was perched on top of a wave that I had barely caught. Looking down from standing position on the board I could see the trough of the wave and the reef below—I was at the point of commitment. I moved forward on the board, shifting my weight, and drove the nose of the board down the face of the wave.

See *CEO Perspective*, page 5

CLINICAL INSIGHTS

Getting the Right Information to the Right People

By Pat Stricker, RN, Med, Senior Vice President
TCS Healthcare Technologies

The advent of health IT (HIT) systems has transformed the health care industry. Leveraging technology to improve medical management intervention strategies should remain a high priority in terms of both improving patient outcomes and reducing medical costs. These applications are ever-evolving tools that support care management. Clearly, HIT applications are changing the practice of care management in profound ways.



According to the Department of Health and Human Services (HHS), “Health information

See *Clinical Insights*, page 5

CEO Perspective: Catching the Wave—It's All about Commitment	1
Clinical Insights: Getting the Right Information to the Right People	1
Medical Management: Patient Engagement and the Need for Self-Management	2
Up Close and Personal: Wendy Day, TCS Senior Implementation Specialist	3
In the News	4
Product Spotlight: AcuCare 2012.....	4
Client Spotlight: CMSA Continues to Sponsor Acuity AnyWare.....	6

in this issue

MEDICAL MANAGEMENT

Patient Engagement and the Need for Self-Management

By Nancy Wallace, RN, BS, Director of Client Services
TCS Healthcare Technologies

People no longer have to take a backseat to chronic diseases or other health concerns that are affecting their everyday lives. Whether the source is the Internet, a mobile application or text messaging service, patients are using modern technology to manage their health and access to health care providers and guidance.



Today's self-management tools are also an asset to clinicians—making complicated medical information easy to understand by using simple language and interactive technology to inform patients. At the same time, providers are aided by the more active

role their patients take in their own health care.

Despite the obvious enhancements to patient care through advanced technology, challenges remain as not all patients are utilizing the resources available to them.

According to a recent study, "There is a paradox in the current 'health information age' where on the face of things patients have greater access to health



information than ever before (e.g., the Web, patient Internet sites, access to on-line medical journals, etc.), but large social disparities exist in levels of access, use, and understanding of this information. One of the reasons why some patients do not engage with or use such opportunities is related to a lack of perceived utility and pertinence of such information for managing health and health care."¹

Gaps remain, and the methods for patients to self-manage and report back to providers on their health have yet to be perfected. However, technology has improved greatly over the past five years.

An article published in 2008 states, "Patient information has been viewed as a key component of self-management. However, little attention has been given to methods of dissemination or implementation of effective information strategies. Previous problems identified with the use and implementation of patient information point to the need to explore the way in which patients engage with and use information to support self-management for chronic conditions."²

What a difference a few years can make—mobile applications now allow patients to log health information and send updates to their health care providers on such issues as heart rate, insulin levels and blood pressure. Patients also can log into a website to view their medical records or even report weight fluctuations back to their primary care provider via text message, where it will be added to their file and posted for review.

Advances in medical technology have truly paved the way for a new era in health care, an era that promotes patient knowledge, engagement and self-management. ■

¹ Rogers A, Mead N: More than technology and access: primary care patients' views on the use and non-use of health information in the Internet age. *Health and Social Care in the Community* 2004, 12(2):102-110.

² Protheroe, J., Rogers, A., Kennedy, A., Macdonald, W., & Lee, V. (2008, October 13). Promoting patient engagement with self-management support information: a qualitative meta-synthesis of processes influencing uptake. *BioMed Central*. Retrieved April 10, 2012, from <http://www.biomedcentral.com/content/pdf/1748-5908-3-44.pdf>.

UP CLOSE AND PERSONAL

Wendy Day, TCS Senior Implementation Specialist

Wendy Day is thrilled to be celebrating her 10-year anniversary with TCS Healthcare Technologies and looks forward to many more years with the TCS team. Although she started her career with TCS on April 1, 2002, that by no means makes her an April Fool.



Wendy Day

“Wendy is a highly valued asset to the TCS family,” says Nancy Wallace, RN, BS, director of client services. “Her dedication to our clients and contribution to our products help us to stand out against our competitors in both functionality and customer service.”

Her role as senior implementation specialist entails working with clients on the technical side of implementations, which includes assisting with the configuration, working with nurses to figure out workflow processes and making the system as automated and efficient as possible. She also

helps clients build out the necessary reports and letters in their systems and works with clients to train users prior to going live.

“I love learning the intricacies of each of our clients’ businesses, determining challenges in their workflows, and identifying how we can help and make a difference,” notes Wendy. “It doesn’t matter how many clients I implement, there are always vast differences—no two companies do things the same way.”



Jack the “company dog”

“Her dedication to our clients and contribution to our products help us to stand out against our competitors in both functionality and customer service.”

An ongoing theme at TCS is that employees are a part of a close-knit family and, interestingly enough, this transcends into Wendy’s personal life. Wendy’s 113-lb. dog, Jack, is known as the “company dog,” having been owned by two other members of the TCS family prior to settling into Wendy’s happy home.

“I knew within 10 seconds of meeting him that he was coming home with me,” Wendy says. “A few short days later Jack was in the belly of a 747 flying from California to my home in Florida.”

In addition to spending her free time with Jack, Wendy also is an avid boater, scuba diver and photographer. She is hoping to combine her love of the water with her creative side and begin experimenting with some underwater photography in the near future.

“I can’t believe it has already been ten years; time really does fly when you’re having fun,” says Wendy. “I love coming to work every day, I love the people I work with and interacting with the clients is a huge bonus.” ■

INDUSTRY EVENTS

JUNE 19–22, 2012

Case Management Society of America (CMSA), Annual Conference and Expo, San Francisco, CA. This annual event takes place at the Moscone Center West. Highlights include seminars, educational opportunities and networking to celebrate the contributions of case managers to the health care industry. Come by and see us at booth #519; we would love to chat! For details, visit www.cmsa.org.

IN THE NEWS

Diabetes Risk Increases with Lack of Sleep

A recent study shows that shortened sleep time and varying bedtimes led to impaired glucose regulation and metabolism. These findings support studies that link disrupted sleep with an increased risk of metabolic syndrome and diabetes. To read the full story, go to www.medpagetoday.com.

The First Line of Defense Against a Heart Attack is Lowering Risk

Good news! Deaths in the U.S. from coronary heart disease have decreased by 75% over the past 40 years. Cardiovascular disease still remains the leading cause of death of both men and women but research has shown that being

cognizant of diet, exercise and other personal habits will help keep hearts healthy. To review the basic guidelines to lower heart attack risk, go to <http://online.wsj.com>.

Number of Sedentary Adults on the Rise

The Physical Activity Council recently reported that the number of adults living a sedentary lifestyle increased by over one million in 2011. This type of lifestyle contributes to increased rates of obesity, heart disease, diabetes, cancer and depression. To find out if you have slipped into this type of lifestyle and discover ways to become more active, please go to www.physicalactivitycouncil.com. ■

PRODUCT SPOTLIGHT

AcuCare 2012

AcuCare, an outcome-based, condition-specific, clinical content program, now covers five conditions: asthma, diabetes, heart failure, high-risk pregnancy and COPD.

“AcuCare provides care managers and other health professionals with key management and benchmarking tools to take medical management interventions to the next level,” says Rob Pock, founder and CEO of TCS Healthcare Technologies. “Each AcuCare program has been created based upon evidence-based practice standards and national guidelines that are dynamically linked to all of the other attributes found within **ACUITY**’s medical management software application.”

According to Pat Stricker, RN, MEd, senior vice president of clinical services, “AcuCare programs are a total package of pre-defined, ready-to-use clinical assessments, leveling tools, care plans, educational

fact sheets, letters, and reports that allow users to efficiently identify and track everything that is going on with a person who is part of a case management, disease management, or prevention/wellness program.”

Stricker adds, “AcuCare within **ACUITY** has become a critical resource that nurses, physicians and others can use on a daily basis to effectively manage and help patients.” AcuCare also supports a myriad of quality-based initiatives such as NCQA and URAC accreditation standards, HEDIS measures, patient safety goals, and best practice programs.

Clinical research references are provided throughout the AcuCare program. AcuCare can be further customized to meet each organization, clinician or participant’s unique needs. In addition, a General Health and Wellness Program and the Case Management Adherence Guidelines (CMAG) are pre-installed in **ACUITY**. AcuCare programs can be installed in minutes for anyone already using or planning to purchase **ACUITY**. ■

Clinical Insights

from page 1

technology (health IT) makes it possible for health care providers to better manage patient care through secure use and sharing of health information.” By utilizing available HIT, providers are better able to diagnose health problems sooner, reduce errors and coordinate the care they give.

Keeping the patient, family, caregivers, and the entire health care team in different settings aware of all the care coordination needs of a patient is a major challenge. Health care barriers need to be broken down and all providers need to work together as a collaborative team for the good of the patient. This requires commitment, communication and teamwork.

Interestingly, health information technology fulfills an important role in supporting this communication, teamwork, and all aspects of patient transitions of care. With so many aspects of care coordination to think about, case managers need to have a care management system that helps them assess, plan, implement, track, facilitate, and document key aspects of a patient’s care.

It is increasingly important that the right information be available at the right time to the right people to support health management and patient care. For the sake of being forward-thinking, data content and the quality of the data are going to be an integral part of the interconnected health care system of the future. Having the proper health history and detailed care plan available are essential to managing the ongoing care of a patient. In addition to improving the quality of care and reducing costs, the utilization of health IT also supports and improves medication management and self-management of chronic diseases. Many factors come into play when thinking about the ideal process for transitioning a patient from one care setting to another. Communication between patients, providers and hospitals is key to having an organized health care system, and capitalizing on HIT is an excellent way to improve communication.

HIT use allows caregivers to communicate quickly with hospitals, providers, and most importantly, with

patients and their families. Incorporating HIT into the care continuum allows health care providers to offer a safer and more comprehensive system to treat

Health care barriers need to be broken down and all providers need to work together as a collaborative team for the good of the patient.

patients, keep accurate records, improve outcomes, and educate patients and caregivers about their health and treatment plans. ■

Originally published in CMSA’s Member eNewsletter (February 2012)

CEO Perspective

from page 1

Once I committed to that move, I was “ALL IN,” and there was no turning back.

As CEO, the lessons learned about commitment in my personal life have influenced the culture here at TCS. We are committed to every one of our client-partners. For example, I recently received an email regarding Wendy Day, a senior implementation specialist at TCS:

“Wendy and I did the analysis and developed the needed letters and reports (of which there were many). She demonstrated time and time again an unfaltering commitment to excellence and customer support. I want anyone who reads this note to know how lucky you are to have her on your team!”

Wendy was “ALL IN” in the same way all of us at TCS are here for you. Whether catching a wave in the ocean or operationalizing the latest technology wave, TCS is all about commitment. Are you ready to catch a wave? Call us, we would love to chat. ■

CLIENT SPOTLIGHT

CMSA Continues to Sponsor Acuity AnyWare

Acuity AnyWare supports independent case managers, small groups through affordable, web-enabled application

Through an ongoing partnership, the Case Management Society of America (CMSA) and TCS Healthcare Technologies (TCS) continue to offer Acuity AnyWare, TCS' highly functional and user-friendly care management software, to case managers as a benefit of CMSA membership.

"The hosted solution of Acuity AnyWare supports both individual case managers and small groups without the need to install expensive software or have technical support to maintain it," says Cheri Lattimer, RN, BSN, CMSA executive director. "The application allows users to transition from a manual system to an electronic one suited specifically to the activities of a nurse case manager."

The application is a way for independents and small groups to transition from paper and easily run reports. It is also the first software to embed the Case Management Adherence Guidelines (CMAGs) as an integrated tool.

First launched in the summer of 2008, CMSA members can obtain this application at a low cost thanks to an arrangement with TCS. CMSA members can license this new application for less than \$195 per month.

"The partnership between TCS and CMSA is a natural fit," says Rob Pock, TCS founder and CEO. With TCS' three decades of experience designing and implementing software applications for health plans, care management organizations, and others, Acuity AnyWare supports a key element of CMSA's mission to upgrade the electronic tools available to the entire spectrum of case managers and other clinicians."

Pat Stricker, RN, MEd, senior vice president of clinical services at TCS, says, "Acuity AnyWare will permit independent case managers and other small

groups who have not been able to afford a traditional care management software application to take advantage of a care management system that helps them organize their workflows and document interactions."

Among other attributes, Pock says Acuity AnyWare also uses a 'task manager' that helps clinicians keep track of daily activities and integrates superior browser, navigational and dashboard functionalities that allow users to search, monitor and report on various medical management activities, benchmarks, and outcomes.

Online demos are available at www.cmsa.org or www.tcshealthcare.com. ■



TCS CONTACT

John Sekerak, VP, Business Development
TCS Healthcare Technologies
11641 Blocker Drive, Suite 200
Auburn, CA 95603
(530) 886-1700 ext. 211 | jsekerak@tcshealthcare.com

WEBSITE

www.tcshealthcare.com

SUBSCRIBE

To subscribe to this newsletter, email newsletter@tcshealthcare.com.
Newsletter published quarterly.

Editing and Production by
Schooner Healthcare Services

Please send comments or questions to
Garry Carneal at gcarneal@tcshealthcare.com.

Contact