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SERVICES, INC.

**On Display:**

Electronic Health  
Records

Honeywell Building  
Solutions

CSS - Prognosis

Xtend Healthcare

REES Associates, Inc.



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**ELECTRONIC HEALTH RECORDS**



On June 16, the Office of the National Coordinator for Health Information Technology (ONCHIT) released for comment a draft definition of “meaningful use” of electronic health records. The preliminary definition is based on the 2008 National Priorities Partnership’s report entitled “National Priorities and Goals,” which identified a set of national priorities to help focus performance improvement efforts.

The preliminary definition outlines numerous objectives and measures for 2011, 2013 and 2015, wherein meaningful use is linked to the following goals:

1. Improve quality, safety, efficiency, and reduce health disparities. For example, hospitals will be required to report certain quality measures (such as use of high-risk medications in the elderly, percentage of smokers offered smoking cessation counseling) and to submit quality reports stratified by race, ethnicity, gender, and insurance type.
2. Engage patients and families. For example, hospitals will be required to report certain quality measures such as the percentage of patients with electronic access to personal health information.
3. Improve care coordination. For example, hospitals will be required to report data such as 30-day readmission rate and the percentage of encounters where medication reconciliation is performed
4. Improve population and public health. For example, hospitals will be required to report the percentage of reportable lab results submitted electronically.
5. Ensure adequate privacy and security protections for personal health information. For example, hospitals must demonstrate full compliance with HIPAA Privacy and Security Rules.

Most likely, the definition of “meaningful use” will depend on the healthcare setting in which it is employed. Thus, some features and capabilities will be required in an ambulatory setting before similar functions are expected to be widely used in a hospital.

Later this year, CMS will issue a proposed rule to clarify the definition, which hospitals and physicians must meet to be eligible for the more than \$17 billion in health IT stimulus funds. We will be sure to update you once CMS does so.

By: *Trent Krienke, Attorney*  
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*Davis & Wilkerson, P.C. is an “Endorsed Partner” of TORCH Management Services, Inc. For additional information call 512/482-0614 or [www.dwlaw.com](http://www.dwlaw.com) .*

## **HONEYWELL BUILDING SOLUTIONS**

**Honeywell** is excited to announce our recent membership in TORCH. **Honeywell** has a rich and diverse record assisting hospital executives to identify the current conditions and needs of their facilities mechanical, electrical, ventilation and temperature control systems.

**Honeywell's** methodology to energy conservation measures, ventilation system enhancements, deferred maintenance improvements, and operating and efficiency procedures reduce energy and operating costs while enhancing overall patient, physician, employees and visitors environment.

The benefit of **Honeywell's** experience and approach to your hospital is to bring forth not only infrastructure improvements but also unique financing alternatives. One such alternative is Performance Contracting which brings the power of your energy budget to full force by providing needed improved equipment, generating cost savings and doing it all below your current energy spending. To determine if Performance Contracting is applicable for your hospital we offer Comprehensive Facility Planning (CFP).

Comprehensive Facility Planning is a hallmark of the trusted **Honeywell** brand and achieved through our dedicated healthcare engineering team. CFP is a prudent step providing you guidance in the following areas:

- **Facilities & Utilities Profile**
- **Building Systems Profile**
- **Facility Improvement Measures**
- **Measurement & Verification Alternatives**
- **Financial Analysis & Financing Options**
- **Summary & Action Plan**



**Facilities & Utilities Profile** - brief overview of the hospital facilities which includes a history of the construction, hours of operation and occupancy information of all sections of the hospital plus a brief overview of the historical utility consumption.

**Building Systems Profile** - brief overview of the operating systems contained within each metered building including a high level overview of key issues noted with each system.

**Facility Improvement Measures** - reviews the facility improvement measures, ventilation system enhancements, deferred maintenance needs and utility procurement alternatives for each infrastructure system and building. Includes a detailed description of the existing condition of your systems and **Honeywell's** recommendations for improvements and/or modifications.

**Measurement & Verification** - reviews the various options available for verifying energy savings if entering into a guaranteed savings agreement. Reviews advantages and disadvantages of each option along with **Honeywell's** proposed Measurement and Verification protocol for this project.

**Financial Analysis** - includes a Facility Improvement Measures Matrix. The matrix includes the identified facility improvement along with their respective costs and savings. The Financial Analysis also includes multiple Cash Flow Analyses, which reflect different scenarios with varying project scopes. These scenarios are not intended to provide final program options, but to demonstrate the financial impact, depending on a determined project scope and funding methodology that a Comprehensive Facility Management Plan would have on the hospitals bottom line.

**Summary & Action Plan** - outlines the process **Honeywell** proposes to use in continuing to work with the hospital in assessing the viability of implementing a Comprehensive Facility Management Plan. This process includes the steps commonly used to further develop and eventually implement a Comprehensive Facility Management Plan, which will address the energy efficiency and infrastructure improvement opportunities identified at your facilities.

**PLEASE CALL DOUG MOURER ... 214-367-8428 TO SCHEDULE A FREE ANALYSIS**

**TORCH: "Big Enough to Help . . . Small Enough to Care"**

# Custom Software Systems, Inc. (CSS) and Prognosis Health Information Systems, Inc. (Prognosis)

The right product, the right time, the right partnership.

## **Strategic new partnership makes available powerful CCHIT-certified Electronic Medical Record (EMR) for healthcare providers ready to improve care and receive financial incentives.**

Just a few months after the passage of the HITECH<sup>1</sup> Act, a powerful new solution is now available that will offer a dramatic enhancement to patient care and at the same time supply the crucial criteria required to qualify providers for their share of the \$19 billion in financial incentives.

This EMR solution is the result of a strategic partnership between Custom Software Systems, Inc. (CSS), the Nashville-based provider of clinical and financial system solutions for the healthcare industry for the past 25 years, and Prognosis Health Information Systems, Inc. (Prognosis), the Houston-based health information technology company known in the industry for its ground-breaking ChartAccess® Inpatient EMR, one of the first inpatient EMRs in the nation to be certified by CCHIT<sup>2</sup>. Most industry experts agree that certification by CCHIT will be a key component of the final definition of meaningful user and eventual disbursement of financial incentives. “We are very excited about this new partnership,” CSS



President DeWitt Rhaly said in making the joint announcement with Ramsey Evans, Prognosis President.

“By combining our products, talents and client commitment, our clients will enjoy a complete EMR solution that is totally customized, easy to use, easy to implement and affordable as never before, across the entire spectrum of facility operations,” Rhaly said.

ChartAccess® will join the roster of CSS products that include StarLab for complete clinical management; StarDoc for electronic records; StarDoc DIV, a browser-based digital image viewer (PACS); StarPen, the electronic digital pen and paper solution; StarData reporting and analytics; StarSafe offsite storage and recovery; and StarFleet, offering additional management modules to meet facility-wide needs.

CCHIT certification of ChartAccess® is a key and timely benefit offered by the new partnership, as certification ensures that the EMR meets a rigorous set of basic functional requirements, including CPOE (computerized provider order entry). Other major groups of ChartAccess® functionality include: single-sign-on; clinical documentation for physicians, nurses and ancillary services; eMAR (electronic medication administration record); clinical decision support; CMS Core Measures reporting, analytics, and data repository.

Completely integrated with CSS, ChartAccess® provides a sophisticated web native based application. Client users will enjoy a highly affordable, advanced, online computing experience requiring only a current, standard operating system and web browser, according to Weldon Guest, MD, Co-Founder and Director of Prognosis.

“ChartAccess® has been designed by clinicians for clinicians,” Guest said. “It offers a complete view of patients and data to support optimal and safe patient care, and it does so by placing information where it needs to be: at the fingertips of the healthcare providers.”

<sup>1</sup>Health Information Technology for Economic and Clinical Health

<sup>2</sup>Certification Commission for Healthcare Information Technology

## Custom Software Systems, Inc. (CSS) and Prognosis Health Information Systems, Inc. (Prognosis)

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A key player, certified in 2007, Prognosis recently volunteered and was selected for the 2009 CCHIT pilot study to finalize the certification requirements other vendors will be expected to meet. This kind of cutting edge quality is made possible by hands-on clinician involvement, as well as by combining the expertise of a hospital business software vendor and 35 year-old a medical records vendor.

Success in serving hospitals similar to the CSS client base was another reason the CSS-Prognosis partnership made a good fit, according to Richie Wilkes, who headed up the CSS EMR task force that evaluated many EMR options in the decision to partner with Prognosis. "ChartAccess® has proven itself in the small rural and community hospital setting," Wilkes said. "There's no learning curve in understanding client needs."

Wilkes also noted that other CSS partnerships have proven successful, like that with Digital Filing Solutions, another Texas-based health information company, which supplies StarDoc DIV, CSS's browser-based digital image viewer (PACS).

"And now with ChartAccess®, we've completed the total picture," Wilkes said. "Our clients now have all the pieces in place for a powerful, cost-effective and comprehensive EMR solution that will answer the challenges the 21st century will bring."

The short-term future will also bring significant opportunity in the form of financial incentives, making the timing of the new partnership for CSS-Prognosis clients, particularly since significant advantages will accrue to early adopters of EMR.

*"Electronic medical records are no longer a luxury," Prognosis President Evans pointed out. "There's no time to lose. Now is the time to begin the digital transformation process. CSS and Prognosis are here to help."*

*For more information contact Melanie Pita, J.D., at Prognosis Health Information Systems, Inc. at 713/335-4533.*

## Revenue Cycle Management Firm TransCend Becomes Xtend Healthcare



(Hendersonville, TN) - **TransCend Healthcare**, a full-service revenue cycle management firm, has announced a change in the company's name to **Xtend Healthcare**.

The new name follows the acquisition earlier this year of a majority interest in **TransCend** by Tom O'Neill and Howard Kirshner, who have long experience in the field of revenue cycle management. Paul La Scola, **TransCend's** former CEO, remains on board as Chief Operations Officer with an ownership interest.

"Our business and our services have not changed," said Kirshner, who serves as President of the company. "But the joining of our experience and resources with those of **TransCend** extends our respective capabilities and expertise as a combined operation. We believe that the new name appropriately reflects the added value our company offers to our clients and prospective clients, for whom we serve as a seamless and powerful extension of their own business offices."

"Tom and Howard have built a very successful company and know the business," La Scola said. "Now they can take us to the next level, and we are excited about the opportunities ahead."

O'Neill and Kirshner, each of whom possesses three decades of healthcare experience, previously were the principals of Advanced Receivables Strategies (ARS), a well-known and respected revenue cycle management firm that

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## TransCend Becomes Xtend Healthcare

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was purchased by Dallas-based Perot Systems in 2001. A full-service firm, ARS, founded in 1980 was known especially as a leader in managing intensive, onsite AR recovery projects.

**TransCend** was established in 1990 as Health Management Resources.

Collectively, the **Xtend** management team offers clients more than 125 years of experience in the field. Over the years, through their respective predecessor companies, the team has served hundreds of clients across the country - from tiny, critical-access rural hospitals to facilities with over 1000 beds and multi-hospital health systems.

The company offers a full suite of advanced revenue cycle solutions, including:

- primary business office services;
- extended business office services;
- onsite and offsite recovery services;
- revenue cycle consulting and redesign; and
- automated claims status - a sophisticated, data-driven solution that enables clients to review the status of all outstanding claims in real time, pinpoint those that require attention, and streamline their office workflow

“Though our clients have differing needs, our services are designed to offer common critical benefits,” said O’Neill, **Xtend’s** Chief Executive Officer. “We help hospitals revolutionize their revenue cycles, extend their staff and IT assets, and improve the bottom line. In today’s healthcare environment, those advantages can be more critical than ever.”

Contact Paul LaScola, CCO, for additional information at 615/447-2000 or [plascola@xtendhealthcare.net](mailto:plascola@xtendhealthcare.net) .

Xtend is a TORCH Management Services, Inc. “**Endorsed Partner.**”

## REES Announces New San Antonio Office

**R**obey Architecture, Inc. led by Thom Robey, the lifelong resident of San Antonio, is on the grow. “Bold moves are made in times like these,” according to Thom Robey, CEO of Robey Architecture, Inc.

Mr. Robey announced today the combination of the strengths of Rees Associates, Inc. (REES®), a global Architecture, Planning and Interiors firm, with over \$21,000,000,000 in completed work in 35 countries, and Robey Architecture, Inc. will bring together Robey’s extensive understanding of the San Antonio community and the global reach of REES. The REES San Antonio office, currently located at 9901 I-10 West, Suite 8023, San Antonio, TX 78230, will close, and the leadership of that office, General David Young, MD, Michelle Clark, IIDA and Walter Curry, AIA, will move to the existing Robey Architecture, Inc. office located downtown at 314 E. Commerce, Suite 850, San Antonio, Texas 78205.

The result of this merger is that REES San Antonio, led by Thom Robey, will reflect the growth of the city of San Antonio. San Antonio has become a part of the global economy while maintaining its unique cultural personality. “With this merger, the sun will never set on the REES San Antonio portfolio, however, the firm will remain sensitive and involved with the special culture that is San Antonio”, stated General David Young, MD. “REES has been working in San Antonio for over 20 years. When we decided that San Antonio was one of the cities in which REES needed to grow, we researched 30 firms resulting in identifying Robey Architecture, Inc. as the perfect partner. We are thrilled to merge the REES San Antonio office and all of the assets of REES with Robey Architecture, Inc.”, said Dr. Frank Rees, Jr, AIA, LEED AP, Chairman/President/CEO of Rees Associates, Inc.





where we deliver a basketful of information on products and services.



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TMSI brings proven and practical solutions together in one place so our members benefit and receive value.



**TORCH Corporate Members**

demonstrate support of rural healthcare by their participation in TORCH and we are pleased to have them as part of our organization

CALENDAR OF EVENTS

**TORCH Executive Strategy Symposium  
December 3, 2009  
Marriott Las Colinas Hotel, Irving, Texas**

**This issue of Marketplace has been emailed to all members. You will now receive all TORCH newsletters electronically.**

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