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## Nashgroup Websites

[www.nashgroup.com](http://www.nashgroup.com)  
[www.advance-solutions.com](http://www.advance-solutions.com)  
[www.patientratios.com](http://www.patientratios.com)

## Chicago Visitors Websites

[www.choosechicago.com](http://www.choosechicago.com)  
[www.cityofchicago.org/landmarks](http://www.cityofchicago.org/landmarks)  
[chicago.areaguide.net](http://chicago.areaguide.net)  
[www.meetingchicago.com](http://www.meetingchicago.com)

## Legislative Link

Hospital Report Card Act  
*Illinois legislative website outlines the law effective January 1, 2003*

## First Issue

Hello and welcome to the first edition of The Nash Group & Advance Solutions, int. newsletter. With the ever changing environment in which we all live, we thought a newsletter would be a nice way to communicate some of the transformations that are occurring within our own establishment. We also would like it to be a means to offer new products and services, feature questions and answers from clients, tips & tricks, technical updates as well as sharing items of interest that we have encountered.

We would like to take this opportunity to introduce you to Advance Solutions, int. (ASi). ASi, is an information management company that offers solutions for healthcare and related organizations. The development, design, and support of the PCMAuditor™ now reside under ASi. The Nash Group, a consulting company, works in conjunction with ASi in providing the PCMAuditor™ as a management tool to hospitals. The members of both teams will continue to strive in providing the best possible service to our clients.

We are excited to be able to introduce to you the newest additions to our team, Brenda Poole and Jo Ann Faulhaber. Both have extensive background within the healthcare industry in various facets. Brenda will primarily be focusing on ASi and the PCMAuditor™. Jo Ann's concentration will be consulting with The Nash Group. We welcome them and are sure that you will enjoy working with them as much as we do!

We look forward to providing you more "news" in our upcoming editions!

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## 1<sup>st</sup> Annual Nash/ASi User Group Meeting

Thursday October 9, 2003, the first Nash/ASi User group met at the Metropolitan Chicago Health Council. Over forty leaders from 22 hospitals participated in the day long session. The PCMAuditor™ was the focus. Presentations included "The Basics", "Administration & Security Maintenance", "Managing for Success", and "Planning for the Future".

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## Legislative Update

January 1, 2004 the Illinois Hospital Report Card Act becomes law. Hospitals must have available for the IDPH their schedules and daily assignments, along with the method used to determine and adjust staffing levels. Hospitals will be required to report quarterly nursing hours per patient day, average daily census, and average daily hours worked for each clinical service area. Hospitals must also report their staff orientation and training.

The good news is that the PCMAuditor™ and the TQScheduler™ provide this information right now! See Legislative Link on left column for access to more information regarding this law

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## Nash in the News

We are celebrating some good news. Lakeland Regional Medical Center and Bon Secours St. Joseph hospital just finished taping their portion of segment for the PBS **American Medical Review** series.

Walter Cronkite will be highlighting the SDM20/20™ methodology success. If you would like a copy of this 5 minute segment, please visit ASi website.

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## New for the PCMAuditor™

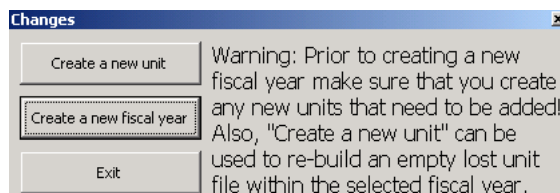
The data entry spreadsheets have been redesigned to virtually eliminate all data entry errors, thereby eliminating report errors.

The new data entry worksheet will dramatically simplify and improve the accuracy of data entry.

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## Tips and Tricks – PCMAuditor™

As the new year approaches, the PCMAuditor will build a new



fiscal year by following the steps listed below. The system will copy the current "wages" and

"budget" files as they

are currently set up. To build a new fiscal year:

- Select the "setup.xls" file located within the "setup" folder.

- The 'Changes' dialog will appear. Select "Create a new fiscal year".
- The 'Select Fiscal Year' dialog will appear allowing for the selection of the fiscal year to be set up. Select a fiscal year number and click "next". The new fiscal year will be created.

Number	Unit Name	Unit Type
1	1700	Med/Sur
2	2200	Med/Sur
3	2300	Med/Sur
4	3Demo	Med/Onc
5	5Demo	Med/
6	7Demo	Med/
7	NU	
8	NU	
9	NU	
10	NU	
11	NU	
12	NU	
13	NU	
14	NU	
15	NU	
16	NU	

**Select Fiscal Year**

From the drop box below, please select the fiscal year you want to setup (e.g., for fiscal year 2003, select FY03).

A dialog will tell you when the new fiscal year has been created!

## Questions & Answers

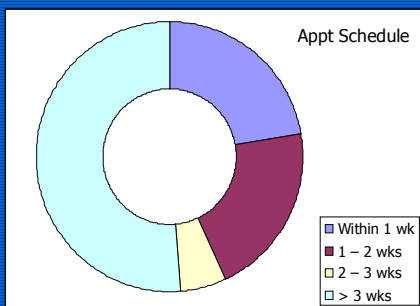
This section of the newsletter will highlight frequently asked questions from our users. Please send questions you would like to see answered in the next issue to support@advance-solutions.com.

## New Product – CustomFB™ Ver. 2

In our work at ASi, we meet with many physicians. Among these physicians we have found high interest in ways to assess patient satisfaction. Patients' health insurance premiums continue to rise as well as their co-pay amounts, and physicians are finding that patient expectations are also rising. These physicians would like a method of actually measuring their satisfaction. Other factors add to the importance of measuring patient satisfaction. Some health plans and hospitals are asking for this data and malpractice carriers are considering this data when deciding on physician coverage.

In answer to this need, ASi is proud to announce **CustomFB™**, a patient satisfaction program for physician offices. AND we are offering a three-month free trial. This program includes a statistically sound survey and offers professional analysis, graphing, and

### How easy was it to get an appointment?



trending. It is the first patient satisfaction survey that is fully under the control of the practitioner. If you know of any physicians that would be interested, please contact us:

Via eMail: [CustomFB@advance-solutions.com](mailto:CustomFB@advance-solutions.com)

By Phone: (847) 945-1672

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## Contact Us

[newsletter@advance-solutions.com](mailto:newsletter@advance-solutions.com)