



# The Leading Edge

A Newsletter for Users of ExitCare®



A publication of ExitCare, LLC

Volume 2, Quarter 1, 2007

## In this issue . . .

### ExitCare News

Joint Commission News  
Patient Comprehension  
News

### Partner News

Encite, Inc.

### Product Updates

Customer Survey  
Results  
New in version 6.5

### Employee News

Nyia Thao

### Just for Fun

### Success Stories

Children's Hospital of  
Pittsburgh

### Contact Information

ExitCare Support  
800-694-6669, ext 2

ExitCare Sales  
800-694-6669, ext 1

*This newsletter is a 2007  
copyrighted publication  
of ExitCare, LLC,  
providers of the  
ExitCare® suite of  
products. For comments,  
suggestions, additions,  
or corrections contact  
[Chuck@ExitCare.com](mailto:Chuck@ExitCare.com).*

Version 6.5 is  
available! See  
handout called "New  
in ExitCare 6.5" for  
complete listing of  
what is new.

## Joint Commission Publishes White Paper on Improving Health Literacy to Protect Patient Safety

The Joint Commission (formerly the Joint Commission on Accreditation of Hospital Organizations, or JCAHO) has released a new White Paper titled: "What Did the Doctor Say?:" *Improving Health Literacy to Protect Patient Safety*. You may download a copy of the full report at [http://www.exitcare.com/JACHO\\_Patient\\_Ed\\_Booklet.pdf](http://www.exitcare.com/JACHO_Patient_Ed_Booklet.pdf). Below is a partial summary of Joint Commission recommendations and requirements for which ExitCare provides solutions (shown underlined).

*(Excerpts)*

Effective communication is a cornerstone of patient safety. The Joint Commission's accreditation standards underscore the fundamental right and need for patients to receive information – both orally and written – about their care in a way in which they can understand this information. . . . health care professionals need to . . . make clear communications in plain language – in the language and at a level that the patient can understand

ExitCare content is expressly written in a way to support understanding, using simple language, bullet lists, color, and graphics. ExitCare also offers translations in the most commonly needed languages across the U.S.

Apply communications techniques known to enhance understanding among patients:  
-Plain language and terms in common usage should be used in place of or to explain medical terminology, e.g. using "high blood pressure" instead of "hypertension;" "fever" instead of "febrile".

ExitCare has always done this in its content.

-Use "teach back" and "show back" techniques to assess and ensure patient understanding . . .

ExitCare offers a patient comprehension module for documenting understanding.

-Use drawings . . .to demonstrate points

ExitCare offers great color drawings on appropriate titles to support teaching.

-Give patients information about all of their medications, diagnoses, test results, and plans for follow-up care.

ExitCare print outs include info on med rec, diagnoses, lab results and follow-up care.

## Patient Comprehension Module Renamed

The ExitCare product offering, "For You", to test and document patient comprehension, was provided by a company of the same name. Hence forth, the organization that produces these materials is called *The Organization of Patient Educators*. As described in the last issue of *The Leading Edge*, the group offers a Certified Patient Educator course. The comprehension module they offer within ExitCare will be referred to as the OPE Patient Comprehension module, or something similar. Contact your ExitCare Sales Rep or Customer Service Rep for more information, or go to [www.pteducator.info](http://www.pteducator.info).

## Partner News

More info at [www.exitcare.com/html/software\\_partners.html](http://www.exitcare.com/html/software_partners.html)

### Encite, Inc. ([www.encite.us](http://www.encite.us))

ENCITE, Inc. is a high-tech corporation specializing in the development and solution design of Electronic Medical Records for the Private Office Physician. The Encite Advantage allows you to explore new solutions, relationships and services from a single source. The Encite application is designed to assist the Medical Professional with patient care along with regulatory challenges. *Simply put, the Medical Practice will achieve a high level of patient satisfaction.* Encite can provide the complete package that will accommodate both small and large Healthcare Organizations. **And now, Encite is offering its customers and resellers integrated access to ExitCare software.** For more information contact Encite, Inc. at 800-714-7199, or [sales@encite.us](mailto:sales@encite.us).

## Product Update News

### Customer Survey Results Highlights

"And the Survey Said . . ."

The recent ExitCare software survey results are in. Thanks to all who participated this time and congrats to the lucky winners in the drawing: Joe Bergen, Angela Selzer, Misty Arnold, and Tara Ignieri. If you want to respond, we'd love to hear from you. Go to [www.exitcare.com/survey.htm](http://www.exitcare.com/survey.htm) for more info.

#### Results Highlights

Ratings revealed that speeding up the software was the number one request. The most commonly requested features were live/web updating (coming in 2007), report writing, preferred user drug list, and an icon showing which documents have questions. **NOTE:** Version 6.5 now in release offers these most commonly requested features – see items in red below!

### New in ExitCare Version 6.5

A complete New in ExitCare 6.5 list with additional detail is included with the Quarterly Update mailing. Below is a partial listing.

- **Speed** – much faster loading of title and drug lists
- **Report Writing** – including number of documents printed by title or date range; number of prescriptions written by drug name or User
- **Custom Drug Lists** – Users can now make their own drug lists or can use the top 200 prescribed drugs
- **Common Allergy Drug List** – default checks for the 23 most common medications; can check against full list
- **Patient Drug Allergies** – if any, print on Drug Summary Page and Patient Medication Schedule
- **No Allergies Check Box** – affirmatively documents this
- **Drug Allergy Learning** – ExitCare can "learn" to match drug allergy data passed through interface to ExitCare
- **Printing OTC drugs** on prescription forms now optional
- **Physician Order Entry form for drugs** – Drug List Grid, including doctor signature line, can be printed and used for drug orders
- **Print Patient Drug Lists** – can now print grid from Drug Tab, Drug History Tab and Drug Interactions/Allergies tab

- **New Generic Script Forms** – removed DEA and State ID labels while allowing data to print
- **Patient Medication Schedule** now includes easy instructions for patient to follow on form use
- **New Caregiver title phrases** added
- **Search Default Settings**
- **Archive Grid** shows which documents have been printed from the archive
- **Documents with questions**, when selected, are now highlighted with a green question mark on the tab for that document

## Employee News

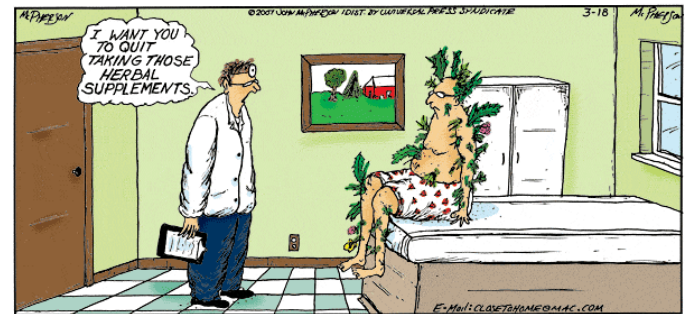
ExitCare has announced the addition of a new Level 1 Technical Support Representative, **Nyia Thao**.

Nyia has great experience in technical support, including in the healthcare industry. He is working on the front line of tech support, and will often be the first person callers reach. Nyia's direct phone extension is 517, but it is best to reach him at 800-694-6669, ext 2. His e-mail address is [nyiat@exitcare.com](mailto:nyiat@exitcare.com). Welcome Nyia!



## Just for Fun . . .

CLOSE TO HOME BY JOHN MCPHERSON



CLOSE TO HOME © 2007 John McPherson. Reprinted with permission of UNIVERSAL PRESS SYNDICATE. All rights reserved.

## SHARE YOUR SUCCESS WITH US!

[This quote is from a Customer of a Content-only Partner that has been recently reviewing ExitCare titles.]

"I have thoroughly reviewed the ExitCare documents and had others in the department review as well. Without question, they are superior to what we are currently using. These topics have been comprehensively covered and I believe read quite simplistically at a grade level that will be understood. Tremendous opportunity for us, much better than the majority of other Patient/Family teaching strategies available," said Dr. Dean.

Bonnie S. Dean, PhD, RN  
Director of Clinical Education/Research/Professional Development and Patient Care Support  
Children's Hospital of Pittsburgh

If you have a story or comment to share, please contact the Editor ([chuck@exitcare.com](mailto:chuck@exitcare.com)) for consideration for use in The Leading Edge newsletter.

**Patient Education is not an extra task ... it's the one thing you do that makes all your other interventions work!**