



The Leading Edge

A Newsletter for Users of ExitCare®



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Version 7.2 with the MS-SQL database structure is the current release. Version 6.8 will continue to be supported only for a limited time.

Health Literacy and ExitCare

Health Literacy is the ability to read, understand, and act upon health-related information as defined by Wisconsin Literacy, Inc., an organization dedicated to improving literacy and understanding for all. ExitCare is passionate about Health Literacy and the impact that patient education can have on both patients and health care providers. Whether the reason for limited understanding of health related information is cognitive ability, a language barrier (on the side of the patient or the doctor), or the stress associated with serious health problems, clear patient education materials can improve and save lives.

Only 12% of adults in the United States are considered "proficient" in reading ability with 52% of the population reading at an "intermediate" level. Twenty percent of American adults read at or below the 5th grade level. These percentages emphasize the importance of patient education and ExitCare's strong mission to create clear and readable patient documents, many of which have been translated into 8 additional languages.

ExitCare is introducing a new category of patient education materials in Quarter 2, 2009 called "Easy-to-Read" documents. This naming convention will only appear in the ExitCare title list, not on the documents that patients receive. These documents are written at a 2nd to 4th grade reading level as measured by the Flesch-Kincaid readability calculator. They also contain graphic illustrations, bulleted instructions, short sentences and at least 40% of the page is white space for ease of readability. These are brief patient instructions that emphasize "need to know" information such as HOME CARE INSTRUCTIONS and GET HELP RIGHT AWAY emergency information that a patient will need so they can take appropriate responsibility for their own health care issue(s) while at home. Much like our standard ExitCare documents, they contain quality, physician-reviewed medical information but at a simpler understanding level for those serving low literacy populations. Having the Easy-to-Read title option in your ExitCare library will help to lower repeat emergency hospital visits and equip healthcare providers with yet another tool to educate their patients.

ExitCare's passion for patient education is apparent through its employees, physician authors and reviewers, customer service, and responsive attention to detail and customer needs. Our new set of documents is yet another example of how ExitCare continues to provide more value for clinical users and all of their patients, and why ExitCare is the "Patient Education Solutions Company".

We look forward to your feedback, including new title requests and suggestions on the new Easy-to-Read documents and on all of our documents!

Partner News

More info at www.ExitCare.com/partners.html

Microsoft Amalga Hospital Information System

Microsoft Amalga Hospital Information System (HIS) 2009 is a state-of-the-art, integrated hospital information system. Amalga HIS delivers a complete, agile hospital information system that is affordable, flexible, and intuitive. The solution was designed from the beginning to meet the needs of healthcare professionals while minimizing the cost and resources required to run global healthcare organizations.

Amalga has chosen to use ExitCare content. With their strong presence and connections in Asia, they have facilitated translations of ExitCare content in Thai and Malay languages. They are actively selling ExitCare in Thailand, Malaysia and Vietnam. Microsoft-Amalga invited ExitCare representation into their booth at the Asia-HIMSS conference and exhibition which was held in Kuala Lumpur, Malaysia in February of this year.

We welcome Microsoft Amalga to the large and growing family of ExitCare software partners.

Product Update News

NEW ExitCare Feature: Bi-directional HL7 in version 7.2. ExitCare will now export the patient encounter record created in ExitCare back to an EMR or HIS through an HL7 connection, using an XML formatted document. It does require a User process to receive and use the XML within the User's system, once passed in the HL7 process.

Additionally we are able to export from ExitCare that same XML record of the patient encounter back to the User's system without the HL7 process in place. Contact your ExitCare Rep for more info.

Reminder of ExitCare version 7.x and MS-SQL
All ExitCare Customers need to update to version 7.x as soon as possible to take advantage of new program features, new and revised documents, and increased speed and stability. Customer Service and Tech Support Reps are available to assist with this easy transition – just give us a call!

New & Revised Titles in Q2 2009 Release

With the ExitCare document release for Q2, we are releasing 122 new **English** titles, including 102 new Easy-to-Read titles, 95 new **Spanish** translations, and 106 **Canadian-French** translations. We have also reviewed, updated and revised almost 509 English documents with this release. These are listed in our "Title List Changes/Modifications June 2009" document, which is posted on our website.

Employee News

ExitCare is pleased to announce the addition of these 4 new* employees. *(Three new and one returning!)

Ryan Brown has joined ExitCare as a programmer, concentrating on PHP web programming and web services for new web-based ExitCare products and services. Ryan has extensive experience in web-technology programming, consulting, and support. Among his past experiences, he worked for more than four years developing and supporting tools for the Nebraska Legislature. Ryan can be reached at RyanB@ExitCare.com or by phone at 800-694-6669, ext 576. *Welcome Ryan!*



Rachel Langefels has joined ExitCare as the Foreign Language Document Coordinator (FLDC). Rachel has exceptional administrative and communication skills allowing her to manage the thousands of foreign language translations of ExitCare documents, as well as ExitCare's many language translators and proofers around the world. Rachel has lived overseas for more than half of her life, most recently in the Philippines. She can be reached at RachelL@ExitCare.com, or by phone at 800-694-6669, ext 577. *Welcome Rachel!*



Melissa Christ, RN has joined ExitCare as a Medical Literacy Editor and Clinical Advisor. Melissa has expertise and experience in Cardiac, Emergency, ICU and Recovery departments. She has a Master's Degree in Scientific and Technical Communication, and also continues her work as a nurse at Abbot Northwestern Hospital in Minneapolis. She can be reached at 800-694-6669, ext 573, or at MelissaC@ExitCare.com. *Welcome Melissa!*



Nyia Thao has rejoined ExitCare! He has returned to his role as Technical Support Specialist. Nyia provided excellent service to ExitCare customers in that role starting in spring of 2007, before moving to Quality Assurance in 2008. After a short time away, he has returned and is ready to take your technical support calls. He can be reached in technical support at 800-694-6669, extension 2. Nyia's email is NyiaT@ExitCare.com. *Welcome back, Nyia!*