



# The Leading Edge



A Newsletter for Users of ExitCare®

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Volume 5, Quarter 1, 2010

## In this issue . . .

### ExitCare News

*Meaningful Use, Care Transitions, ARRA and Patient Education*

### Product News

*V7 Upgrade Reminder Document Updates for version 7.4.1:*

- \*New/Revised Titles
- \*English and Spanish
- \*Easy-To-Read Titles

### Employee News

*New Customer Service Representative and Customer Service Manager*

### Just for Fun

### Share your Success

### Contact Information

ExitCare Tech Support  
800-694-6669, ext 2

ExitCare Sales  
800-694-6669, ext 1

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Version 7.4.1 with the MS-SQL database structure is the current release. Version 6.8 will be retired this year.

## Meaningful Use, Care Transitions, ARRA and Patient Education

Improving the quality of patients' lives through the provision of appropriate and effective patient self-care instructions and other relevant education was the motivating force behind the creation of ExitCare, LLC and remains the motivating force today. Through legislative and societal changes, providing such quality information has the chance to become the norm instead of the exception.

But we are not there yet. The Proposed Rules from January 2010 included the following passage:

*We do not propose to include the objective "Provide access to patient specific education resources upon request." Providing patients with information and education that is relevant to their condition, actionable, culturally competent, and of the appropriate health literacy level is a critical component of patient engagement and empowerment. Unfortunately, there is currently a paucity of knowledge resources that are integrated within EHRs, that are widely available, and that meet these criteria, particularly in multiple languages. We intend to work with the policy committee, the National Library of Medicine (provider of Medline Plus), and experts in this area to ensure the feasibility of this measure in the future.*

We support the positive statement about the meaningful benefit of providing patient specific education resources, but we disagree with the conclusion that there is no solution currently available. ExitCare provides integrated [with EMRs/EHRs], web-based and "Program" patient education solutions. All solutions include patient-specific education content in multiple languages and appropriate health literacy levels. ExitCare leads the industry in partnering with EMR/EHR software vendors.

The recently published Interim Final Rule completely omits any mention of patient education. Providing access to patient-specific education resources is clearly accepted by the Rule's authors as being a "critical component of patient engagement and empowerment." We are confident and believe that **using ExitCare's products will qualify as "meaningful use."**

Another key concept from ARRA is "care transitions," which is the transition of patient care from one care setting to another or from a healthcare facility to home. **ExitCare provides solutions for care transitions.**

Adding to your existing ExitCare patient education solutions is a great way to meet the new standards of care whether you need a web-based or interim solution, additional languages, a web portal product, and/or ExitCare program features. If your organization is implementing new clinical software and the vendor does not integrate with ExitCare, please ask your clinical software vendor to select ExitCare as their patient education solution! Contact ExitCare at 800-694-6669 or [www.ExitCare.com](http://www.ExitCare.com) for the most complete and flexible patient education solutions.

## Partner News

More info at [www.ExitCare.com/partners.html](http://www.ExitCare.com/partners.html)

Great Partner News coming in next publication!

## Product Update News

### **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. This is important so that you have an easier upgrade path to ExitCare version 8.0, planned for the end of Quarter 2 2010. Contact Customer Service and Tech Support Representatives to assist with this transition.

### **New & Revised Titles in 2010 Q1 Release**

The ExitCare 2010 Q1 content release, ExitCare version 7.4.1, includes:

- 57 new **English** titles (including 27 new Easy-to-Read titles)
- 190 new **Spanish** translations
- 570 English updated and revised titles

These updates are posted on our website, document titled "Title List Changes/Modifications Qtr. 2010".

## Employee News

ExitCare is pleased to announce that **Cindy Nelson** has joined ExitCare as the Customer Service Rep for the Epic, Cerner, and DoD customers, working closely with Mary Olson (Epic and DoD Account Manager) and Cathy Behr (Cerner Account Manager). Cindy has over 15 years of Customer Service and Inside Sales and Support experience, including 8 years in the medical industry. Cindy can be reached at [CindyN@ExitCare.com](mailto:CindyN@ExitCare.com) or by phone at 800-694-6669, ext 579. *Welcome Cindy!*



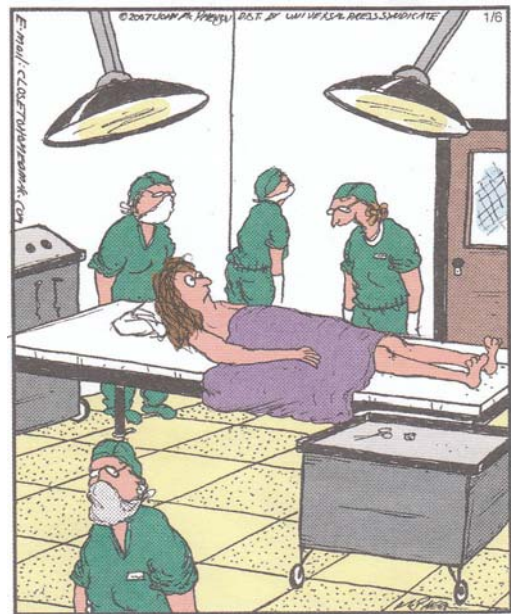
ExitCare is also pleased to announce that **David Olson** has joined ExitCare as the new Customer Service Manager, a role formerly held by Steve Johnson. To support the continued growth of ExitCare's direct- customer base and its partner-customer base, the Customer Service



Department has continued to grow. David has many years of management experience and he and his team are excited about serving the continued growth of ExitCare. David can be reached at [DavidO@ExitCare.com](mailto:DavidO@ExitCare.com) or by phone at 800-694-6669, ext 578. *Welcome David!*

**Steve Johnson**, in his role as Senior Account Representative, continues his focus on our software partners and their customers. Steve can be reached at [SteveJ@ExitCare.com](mailto:SteveJ@ExitCare.com) or by phone at 800-694-6669, ext 478.

## Just for Fun



"For an extra \$25 we can set the surgical lamps on tanning mode."

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## Share Your Success

*This statement was sent to us from Mary Brown, Heart Hospital Program Coordinator of OSF Healthcare in Peoria, IL. ExitCare customers appreciate our entire team's dedication to customer service.*

"Dealing with ExitCare was a very pleasant experience which is very far from the norm when dealing with a nationwide vendor. No red tape, long waits, long drawn out conference calls, etc., just professionals dealing with each other in a collegial, respectful manor."

*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.*