



## Northern Minnesota Network

29 West Main St. Isanti, MN 55040

Phone: 763-444-8283 Fax: 763-444-9637

Monday—Friday—8:00am—4:30pm

[www.northernmnnetwork.org](http://www.northernmnnetwork.org)

### Inside This Issue

Patients into  
MU.....pg.1

Directors

Message.....pg.2

Tech Tips.....pg.3

February is.....pg.4

Rural Health

Conference.....pg.4

Email

Etiquette.....pg.5

NMN Member

Clinics.....pg.6

### Dates to Remember

LSCHC Strategic  
Planning.....Feb.14

INK Call.....Feb. 14

NMN Board  
Meeting.....Feb.15

NMN Board Strategic  
Planning.....Feb. 16-17

## Putting Patients into “Meaningful Use”

In January 2011, the U.S. Dept. of Health and Human Services issued the draft set of criteria for Stage 2, which sets higher standards for communicating health information to patients. Although Stage 2 for Clinics is still the review process, Stage 2, for hospitals, which begins October 2012, requires hospitals to have at least 20% of their patient populations using PHRs. This represents a big leap from what hospitals have been preparing for over the past year. Meaningful-use Stages 1 and 2 are leading to interoperability. The hope is that this will enable providers to exchange information, better coordinate care, improve treatment outcomes, and move into emerging delivery models like the patient-centered medical home, health information exchanges (HIEs), and accountable care organizations (ACOs).

This report shares key findings; addresses how health systems can develop more inclusive care-teams to realize greater ROI from personal health records (PHRs); and includes case studies.

To read this full article go to [www.pwc.com/us/en/health-industries/publications/putting-patients-into-meaningful-use.jhtml](http://www.pwc.com/us/en/health-industries/publications/putting-patients-into-meaningful-use.jhtml)

## Message from the Director.....

**Jackie Moen**

Network activities move at a brisk pace during first quarter, 2012. Two weeks ago we had a successful go-live with the Centricity Practice Management System for Community Health Partnership of Illinois. Alayna and Kyle provided on-site support and CHP's super users did a great job working with other staff members. Congratulations to all on a terrific implementation!

Last week, a team of 10 gathered at Sawtooth Mountain Clinic to participate in IT Strategic Project Planning. They focused on prioritization, implementation and tracking of health IT projects for the next two years at their health center. Project "owners" and using the SharePoint tool will facilitate accountability and communication. All NMN members will participate in the same planning process this quarter at their health centers.

We continue working on data extraction and reporting for UDS, the MN Community Measures Program and Meaningful Use Incentive Program. Kudos go to member Lake Superior Community Health Center for successful submission to Wisconsin Medicaid for Meaningful Use incentives. Way to go!

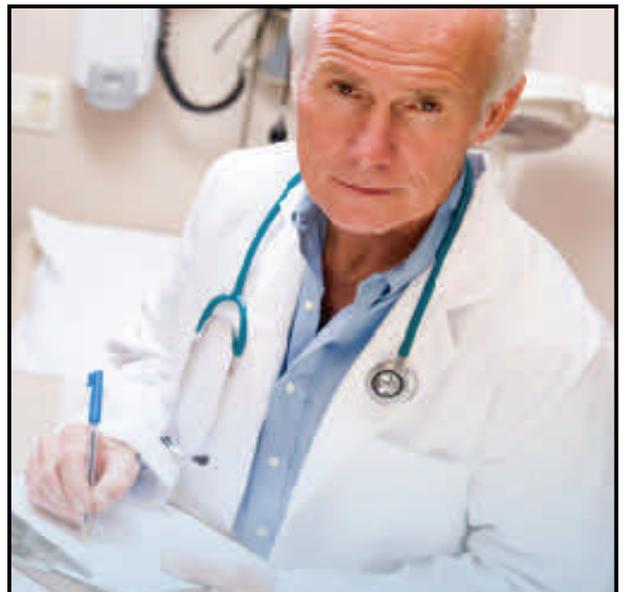
**This GE website offers classes  
and tutorials**

**<http://cpstraining-gehc.com/>**

**[www.centricityusers.com](http://www.centricityusers.com)**

**User Name: cpsuser**

**Password: cpsuser**



# This Month's Technology Tips

By Kyle Gilbertson

## Keyboard Shortcuts:

- Ctrl + C: Copy
- Ctrl + V: Paste
- Ctrl + X: Cut
- Ctrl + B: **Bold**
- Ctrl + U: Underline
- Ctrl + I: *Italics*
- Ctrl + P: Print
- Ctrl + Z: Undo
- Ctrl + A: Select All
- Shift + Tab: Tab to Previous Field
- Alt + Tab: Task Switcher (Toggle between Top-Level Windows)
- Ctrl + Shift + Esc: Open Task Manager
- Alt + PrtScn: Copies Top-Level Window
- PrtScn: Copies Entire Screen
- Windows Logo Key  : Opens Start Menu
- Windows Logo Key + R: Opens Run Dialog Box
- Windows Logo Key + E: Open Windows Explorer
- Windows Logo Key + M: Minimizes All Windows
- Shift + Windows Logo Key + M: Undo Minimize All Windows



February is....

National Children’s Dental Health Month—for more information visit [www.ncdhm@ada.org](http://www.ncdhm@ada.org)

National Wear Red Day—for more information visit [www.nhlbi.nih.gov/health/hearttruth](http://www.nhlbi.nih.gov/health/hearttruth)

Heart Month—for more information visit [www.heart.org](http://www.heart.org)



Fight the No. 1 Killer of Women

**HEART DISEASE**

During American Heart Month

The facts are clear. More women die of heart disease than all forms of cancer combined.  
Uncover the truth and make ending heart disease a reality.



### {Wise words}

**“High achievement always takes place in the framework of high expectation.”**

## 2012 Minnesota Rural Health Conference

**June 25-26**

**Duluth, MN**

[www.health.state.mn.us/divs/orhpc/conf/](http://www.health.state.mn.us/divs/orhpc/conf/)



## EMAIL ETIQUETTE 101

**Keep messages brief and to the point.** Just because your writing is grammatically correct does not mean that it has to be long. Nothing is more frustrating than wading through an e-mail message that is twice as long as necessary. Concentrate on one subject per message whenever possible.

**Use sentence case.** USING ALL CAPITAL LETTERS LOOKS AS IF YOU'RE SHOUTING. Using all lowercase letters looks lazy. For emphasis, use asterisks or bold formatting to emphasize important words. Do not, however, use a lot of colors or graphics embedded in your message, because not everyone uses an e-mail program that can display them.

**Use the blind copy and courtesy copy appropriately.** Don't use BCC to keep others from seeing who you copied; it shows confidence when you directly CC anyone receiving a copy. Do use BCC, however, when sending to a large distribution list, so recipients won't have to see a huge list of names. Be cautious with your use of CC; overuse simply clutters inboxes. Copy only people who are directly involved.

**Remember that e-mail isn't private.** I've seen people fired for using e-mail inappropriately. E-mail is considered company property and can be retrieved, examined, and used in a court of law. Unless you are using an encryption device (hardware or software), you should assume that e-mail over the Internet is not secure. Never put in an e-mail message anything that you wouldn't put on a postcard. Remember that e-mail can be forwarded, so unintended audiences may see what you've written. You might also inadvertently send something to the wrong party, so always keep the content professional to avoid embarrassment.

**Use the subject field to indicate content and purpose.** Don't just say, "Hi!" or "From Laura." Agree on acronyms to use that quickly identify actions. For example, your team could use <AR> to mean "Action Required" or <MSR> for the Monthly Status Report. It's also a good practice to include the word "Long" in the subject field, if necessary, so that the recipient knows that the message will take time to read.

**Use a signature that includes contact information.** To ensure that people know who you are, include a signature that has your contact information, including your mailing address, Web site, and phone numbers.

**Remember that your tone can't be heard in e-mail.** Have you ever attempted sarcasm in an e-mail, and the recipient took it the wrong way? E-mail communication can't convey the nuances of verbal communication. In an attempt to infer tone of voice, some people use emoticons, but use them sparingly so that you don't appear unprofessional. Also, don't assume that using a smiley will diffuse a difficult message.

**Don't send chain letters, virus warnings, or junk mail.** Always check a reputable antivirus Web site or your IT department before sending out an alarm. If a constant stream of jokes from a friend annoys you, be honest and ask to be removed from the list. Direct personal e-mail to your home e-mail account.

## NMN Member Clinics

### ***Migrant Health Service, Inc.***

[www.migranthealthservice.org](http://www.migranthealthservice.org)

Moorhead 218-236-6502

Grafton 701-352-4565

Rochester 507-529-0503

Willmar 320-214-7286

---

### ***Sawtooth Mountain Clinic***

[www.sawtoothmountainclinci.org](http://www.sawtoothmountainclinci.org)

Grand Marais 218-387-2330

Grand Portage 218-475-2235

Tofte 218-663-7263

---

Cook Area Health Services dba

### ***Scenic Rivers Health Services***

[www.scenicrivershealthservices.org](http://www.scenicrivershealthservices.org)

All SRHS Clinics can be reached Toll Free at 877-541-2817

Bigfork, Big Falls, Cook, Floodwood and Northome

### ***Lake Superior Community***

#### ***Health Center***

[www.lschc.org](http://www.lschc.org)

Duluth 218-722-1497

Superior 715-392-1955

---

### ***Community Health Partnership of Illinois***

[www.chpofil.org](http://www.chpofil.org)

Aurora 630-859-0015

Hoopeston 217-283-5523

Kankakee 815-932-6045

Mendota 815-539-6124

Rantoul 217-893-3052

Woodstock 815-337-9640

Admin. Office 312-795-000

---

### **The Northern Minnesota Network**

We take our mission to heart and commit to serving our member organizations through customized service.