



Bits & Bytes

A quarterly publication of the New Jersey Association of Mental Health and Addiction Agencies, Inc. IT Project
Winter 2012

IT Conference Continues a 20-Year Tradition of Providing Essential Technology Information and Skills

That's right folks ... for the last 20 years, NJAMHAA's IT Project has brought you some of the best of the best!

And this year is no exception. "Reaching for the Stars, Making a Difference Using Information Technology", being held on March 7, 2012 at the Pines Manor in Edison, NJ, is packed with information that EVERYONE can appreciate.

We all know that information technology is needed to reach for the stars. But, with the sweeping changes taking place in the healthcare world, it takes the use of information technology to truly make a difference. Everyone needs to make the investment in Electronic Health Records, exchange data with other healthcare partners, and treat the patient in a coordinated fashion, in the most efficient manner possible. And it can't be done without Information Technology.

Even though we work in the healthcare sector, the changes affect our own personal lives. **The material being presented at this conference applies to just about every consumer of healthcare services in our state.** Much work has been going on in the background and whether we treat clients and work with them in some fashion, we too, as recipients of our own personal healthcare services, will have protected health information traversing the Internet to one or more depositories.

As citizens of NJ, we all need to be aware of the state's health information technology plan, and on hand to discuss it, will be our most esteemed Keynote presenter, Ms. Colleen Woods, the NJ State Health Information Technology Coordinator. She

will be sharing the work that she and the NJ HIT Commission have been up to, showing successes and discussing barriers.

And to address our concerns about data exchange, we will have a panel presentation by our three leading Regional Health Information Offices. Sitting on the panel are: **Sandra Selzer**, Director, Camden Health Information Exchange, Camden Coalition of Healthcare Providers; **Maria Vizcarrondo, MS**, President/CEO, Health-e-cITi-NJ, Inc. and **Linda Reed, RN, MBA, FCHIME**, Vice President/CIO, Atlantic Health System/Morristown, and President, Jersey Health Connect.

They will address where our data is going, how it will be used, who gets to see it and when, and how they can ensure that the privacy of our data remains private and is only released to those we have approval to see it. This alone is a daunting task, so I'm sure they will have much to discuss.

This conference will give you an opportunity to learn more about it on behalf of clients, as well as yourself.

We are also proud to host the following breakout sessions:

Cloud Computing - Presented by Peter Busam, Director of Sales and Marketing, Mercadien

Cloud Computing is the new "standard" or platform for technology infrastructure. Learn how cloud computing offers significant improvements and advantages over client server technology. Hear this expert discuss how Cloud Computing is changing the role of

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New Jersey Health Information Technology Extension Center (NJ-HITEC) Working with NJAMHAA's IT Project

Do you know what "Meaningful Use" is? Would you like help with Electronic Health Record (EHR) software implementation? Do you want to get stimulus dollars to implement an EHR application? Do you know how to qualify for meaningful use?

Well, until recently, behavioral mental health and addiction agencies could not take advantage of services offered by the New Jersey Health Information Technology Extension Center (NJ-HITEC) to help with these questions. This has recently changed and NJAMHAA's IT Project is now working with the NJ-HITEC team to make their services available to your agency. In fact, NJ-HITEC is actively looking for 500 eligible providers to work with them.

What is NJ-HITEC and what services does it have to offer and how can it help your agency?

NJ-HITEC is a federally recognized Regional Extension Center program funded through the Recovery Act and supported by the New Jersey Institute of Technology. In coordination with State efforts, NJ-HITEC fully supports the effective implementation of the New Jersey Health Information Technology Plan. Under the guidance and oversight of the Office of the National Coordinator (ONC) and administered by the New Jersey Institute of Technology, NJ-HITEC's program will assist 5,000 New Jersey area primary care providers and now 500 specialty providers by providing hands on

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From the Director - Bits and Bytes

Isn't it amazing that we are almost through the fiscal year already? Time sure does fly.

The IT Project has been so busy with new and exciting projects, including hosting our 20th anniversary IT Conference. But, the one project that really takes on importance is our ability to bring providers together in a collaborative environment to implement their electronic health record (EHR) platform and save money...lots of money. We have calculated that the last collaborative project saved providers more than \$100,000 collectively on their implementation costs.

We are proud to have created such an initiative and we thank our EHR vendors who joined the collaborative with the mutual interest of benefiting our providers and helping to develop a pricing strategy whereby everyone wins!

In addition, I have been invited to be a statewide HIT Champion to help spread the word about electronic records, the benefits, why we need them and why the consumer benefits from us having them. I'm proud to be serving in this capacity and I thank our Statewide HIT Coordinator, Colleen Woods, for the opportunity to serve in this beneficial role.

Also, I have been working with the Office of the National Coordinator's, Communities of Practice, Specialty EHR Workgroup. Experts from throughout the country meet via audio conference every other week, and we are involved in establishing guidelines for vendor selection and to offer recommendations for a comparative toolkit that will benefit specialty providers, such as behavioral health and substance abuse treatment.

All the while, the State of New Jersey is involved in preparing to write the RFP for the Comprehensive Waiver filed with the Centers for Medicare and Medicaid Services to create an Administrative Services Organization/ Managed Behavioral Healthcare Organization. I have been working over the last three weeks with yet another sub-committee addressing the issue of Access.

Coupled with other special projects, we are involved with the Turning Point Inc. integration project to the New Jersey Substance Abuse Monitoring System (NJ

SAMS) and NJ 211 portals; assisting some providers with their EHR implementations in a project management role, as well as working with NJ-HITEC (NJ's Regional Extension Center) as partners to reach more Eligible Professionals to participate in the EHR Incentive program through NJ Medicaid.

“We have calculated that the last collaborative [EHR] project saved providers more than \$100,000 collectively on their implementation costs.”

Then, there is the work of our worthy road warriors, who put on thousands of miles each month while addressing the technology needs of our providers. Working diligently on e-mail servers, web servers, VPN's, back up devices, desktops, SharePoint solutions and much more, they keep the provider organizations up and running. And, we do it for the lowest cost possible. The dollars that these providers save by using the IT Project to support their infrastructure is unmatched, because we have the most affordable service in the state, thanks to our partnership with the Division of Mental Health and Addiction Services. Our rates for service can be anywhere from \$25.00 to as much as \$60.00 per hour cheaper than using a commercial, for-profit vendor. If you are interested in learning how the IT Project can benefit your organization, just contact me by e-mail at: JNoto@njamhaa.org or give me a call at: 609-838-5488 x202.



*June Noto
Director, NJAMHAA IT Project*

P.S.: Don't forget to save your spot at the IT Project annual conference, scheduled for March 7, 2012. See page 1 for details.

The IT Project Offers Unbeatable Values!

Rate Card

Bundled Services

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Misspelling and Using a Spell Checker with Internet Forms

By Arthur Powis, IT Specialist

We all rely on the spell checker in our favorite word processor, e-mail program, and other software. Even the best speller is going to misspell a word every now and then. That is OK because almost all programs have a built-in spell checker. One major one that does not is Internet Explorer (IE).

With the advent of hosted solutions for all medical records and other forms, we need to be able to spell check as we type them. Since IE does not have a spell checker built in, how do we do it? One way to do this is to download any one of a number of free toolbars or add-ons to IE. This is great: we get the functionality we want and we do not have to pay for it. Problem solved, right? WRONG!

Although we can now spell check what we are typing in IE, there is a major catch. These free services (and some that are not free) collect the data as you type. Here is a quote from spellchecker.net on their service:

“All text data which is spell-checked by hosted service is sent to our server. Text data is processed and sent back to a client. Spell-checked content and user information is not collected. Separate words are collected anonymously - we store in logs user activity for further service improvements, specifically misspelled word, the action performed (change, change all, ignore, add to user dictionary) and the correct word selected for a misspelled word. This policy covers both services: WebSpellChecker (WSC) and SpellCheckAsYouType (SCAYT).”

They say that they will not provide the information to anyone – except their partners who promise to keep it safe or if they feel that the information should be given out. This is clearly a violation if HIPAA.

So, there is no way that we can spell check what we do on IE safely and securely? There is one that does not collect what is typed. It is called Specki. To begin, it is not free for commercial use, and we are considered commercial. Installation could not be simpler: just download the installer and run. It works with IE, but not Mozilla. We are all aware of the data collection that is done by browsers and web sites. We now are aware that the spell checkers are also collecting data and what they collect is more than just what sites we go to and what we click. It is the actual work that we are doing and this is a clear violation of many laws that we have to follow.

So, if you are in a SaaS environment, like an online electronic health records platform, please use caution as the browser's plug-in spell checker is sending your client's PHI over an unsecured Internet connection. So please, dump the toolbars like Google and Yahoo. Learn to spell or use your word processor to type the information and then cut and paste it into your application. Do not risk having your clients' data exposed to the Internet.

IPV6: What It's All About

By Arthur Powis, IT Specialist

*The world is quickly running out of IP addresses!
By the year 2013, all IP addresses will be assigned.*

These statements are both true and false. Yes, the current IP addressing scheme that we are familiar with is going to run out of addresses within the next few years, but the replacement is already here and many ISP's have been rolling it out for a while and most of the others will start moving to it later this year. The new version is called IPV6 and it offers many benefits over the old version called IPV4.

Let's start by talking a little about IPV4 and comparing it to IPV6. First, V4 has a 32-bit address that allows for 4.3 billion addresses. That seems like a lot, but we have already almost completely run out (the Asian continent has run out of its allotment). By contrast, V6 offers a virtually unlimited 2 to the 128th power of addresses. This large number of addresses removes the need for Network Address Translation (NAT). NAT was implemented to help stop the problem of running out of V4 addresses.

IPV6 has many other advances over V4. It integrates network security into the design of the system with IPsec being a fundamental requirement for connectivity. In V6, the subnet size has been standardized. When changing Internet providers, it makes it easier to change address assignment, router announcements, and network renumbering. There are other benefits of V6, but these are the main ones that we need to know.

So, how will the new address scheme function? IPV6 offers a completely different packet format that is designed to minimize the amount of processing that a router does. A major difference in the headers between the two schemes makes interoperability impossible. But, because the new address scheme is a simple

extension of the old one, most application and transport layer protocols will not need to be changed or will need only minor changes to operate on IPV6. Some protocols will need more changes if they have processes from the Internet layer addresses embedded in them; these include FTP and NTP3.

So, with all the information given about the need for the new address space and how it will function, what will it look like? As stated earlier, it will have a 128-bit number; that large of a number will move it beyond the limit that a decimal number can easily be translated to, which is how the current number is translated. So, the new address is translated to HEX. The address will be broken into multiple parts, just as the current address is; however, there will be no sliding subnet. The top 64 bits are the subnet or address assigned by the provider. The last 64 bits will be self assigned by the network where the computer is housed. The top 64 bits roughly correspond to the current outside address that we use currently on our network. The lower 64 bits are the inside address that we use today. The major difference is that the entire address is Internet routable. The following is an IPV6 address in its entirety:

2001:0DB8:AC10:FE10:0000:0000:0000:0000

As you can see, it looks completely different from the current standard of 192.168.10.1.

In conclusion, due to the limitations with the current system, IPV6 is coming to a network near you. Sometime this year, all major Internet providers will be required to start moving to it. This will be affecting all of our jobs in the near future. So, now is the time to start getting ready and finding out what we need for the conversion.

Developing a BYOD and Mobile IT Strategy

By Blogger: jimlynch 13 Dec 2011



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The following article was published on the TechSoup.org website and the opinions expressed are those of the author and not specifically endorsed by the IT Project.

It's happening in nearly every office – employees are using their own mobile phones and tablet computers for work e-mail and countless other work things. The trend is

called “Bring Your Own Device” (BYOD) or the consumerization of IT.

Having all kinds of diverse devices and software floating around in the workplace wreaks havoc with IT systems. What's an organization to do to get a handle on this?

The Problem

Many nonprofit and library workers and volunteers get work e-mail or access databases or use the organization's intranet using their personal devices. IT systems are expected to open their systems up for this, but in doing so, they tend to lose control of important organizational data, need to support additional applications that serve personal devices, and face legal liabilities in case a personal device is lost or stolen.

Organizations with government grants or who are involved in healthcare are especially liable for organizational data going all over the place. And so the question of ownership of devices like mobile phones and tablet computers and control over their use becomes very important. On the one hand, people are more productive when they use their personal devices for work. On the other hand, it's an IT headache.

Getting a Handle on BYOD

In looking at the literature on the subject, it looks to me like the logical approach is to limit BYOD users in two ways: to limit the types of personal devices they can use for work; and to limit the number of people IT needs to heavily support.

In terms of limiting devices, it's much easier for an IT department to support a few types of devices than all devices. If lots of workers have iPhones and iPads, and another significant group has Android or Windows mobile devices, then companies seem to be opting to limit support to two or three types of personal devices, and they may opt to define what apps on each platform they support for accessing organizational e-mail, for instance.

In terms of limiting users, IT departments seem to be thinking of their employees in terms of segments or tiers. TechSoup itself has adopted a tiered user policy. This simply means that mission-critical and frequent mobile users like remote workers are fully supported both in terms of IT and perhaps also in getting subsidies for paying for mobile service. Occasional BYOD users or people who spend most of their time in the office get less support.

InfoWorld's Guide to a Successful BYOD and Mobile IT Strategy recommends this approach (free PDF download, but requires a registration).

For example, you might segment your staff as follows:

- Those who use the most sensitive data get company-paid, company-managed devices.
- Those who work extensively away from their desks receive subsidies for most or all of their personal device charges.
- Those who occasionally work away from their desks receive a partial subsidy for their personal device use.
- Those who rarely work away from their desks receive no subsidy, and you may consider locking their devices out of your systems altogether.

How BYOD Affects Workers

Perhaps the most controversial thing about such policies are the amount of ownership that an organization takes over personal devices. The most dramatic example of this that I've found is a news story by National Public Radio entitled Wipeout: When Your Company Kills Your iPhone. It's a sad tale of a woman who was getting work email on her phone, and then suddenly the phone went dead. It turns out her company mistakenly did a “remote wipe” of her phone that erased everything on it. She was understandably irate about her IT department doing that to her phone that she pays for every month. The moral of the story, as Galen Gruman put it in the InfoWorld guide linked above: “Employment policies boil down to ‘if you access business communications like email from a personal device, you give us the right to manage, lock, and even wipe that device, even if you end up losing personal data and apps as a result.’ This is often codified with a written agreement that spells out management expectations for both parties.”

I'm sure this isn't the end of the story, but it sure is a scary beginning.

The original article appears here: http://forums.techsoup.org/cs/community/b/tsblog/archive/2011/12/13/developing-a-byod-and-mobile-it-strategy.aspx?utm_source=newsletter&utm_medium=email&utm_term=forum&utm_content=dec3&utm_campaign=btc

Clinic Management Software



Michael Carruthers

mcarruthers@smartmgmt.com

More on BYOD

By Kurt Wurmser, MCSE, LAN/WAN Engineer

Checking your mail. It used to involve sitting down at your computer and opening Outlook. Not anymore – iPhones, Android phones, and Blackberries have made it possible to send and receive e-mail from anywhere. Not all agencies provide their workers with Smartphones, for the obvious reason of cost.

So, what do you do if an employee wants to use a personally owned phone to access e-mail? The most secure option is to simply refuse to permit it. Such a choice is certainly simple and seemingly places no risk on company data. However, it has drawbacks. Many employees can access their company e-mail via the web on their personally owned computers and may well ask: “What’s the difference?” It is possible to simply cut off all remote access, but that provides security at a severe cost to flexibility and convenience. As employees become more mobile, it may not be a tenable solution.

Also, many mail servers allow for some type of remote access – Exchange ActiveSync, IMAP, or POP. Modern phones can be set up as clients just as easily as PC’s. If it is technically possible to do so, someone on your staff will eventually figure it out. In such a case, you would have employee-owned phones accessing your mail without your knowing anything about it.

Is there a better way?

Any agency is going to have concerns with regard to employee-owned phones (or any other equipment). Certainly, security of information is a concern. There is also the question of how much support and/or resources should be devoted to employee-owned equipment, and where financial responsibility lies.

Security of information can be easily handled. iPhones and Android devices use a technology called ActiveSync to connect over the Internet to an Exchange server. In order to create an ActiveSync link, the phone user must agree to grant remote wipe access to the Exchange server. What this means is that if a device is lost or stolen, a command can be issued from the Exchange server to wipe the phone – erasing all data on it.

Employees should be made aware that the remote wipe capability exists, and if their phones are lost or stolen, or if they leave the company, that they will be remotely wiped. This should be made clear as the “price of entry”. Likewise, they should be advised that their personal data on the phone will be erased, as well as the agency data. While a lot of data on Smartphones is backed up to The Cloud in one way or another, not all of it is. Again, this should simply be the price of entry.

Another question is one of financial responsibility. Verizon and AT&T, the two largest carriers, no longer offer unlimited data. Data on a Smartphone can take the form of work e-mail, personal e-mail, posting pictures to Facebook, listening to Internet radio – to the phone, it’s all just data. Employees might go over their data allotment for the month and expect reimbursement, since part of it was for work use. Agencies should decide beforehand whether and to what extent they will reimburse.

There is also the question of what technical assistance an agency will provide for employee-owned equipment. Even agencies that have full-time IT staff may not want to use that staff’s time supporting personally owned equipment. An example might be to support only the initial setup of e-mail.

Employees should be made aware of the risks and responsibilities up front, before the first setting is entered. The final choice is theirs. But in the end, it’s possible to provide employees the convenience of e-mail on their phones while balancing your own agency’s needs.

In the next issue of *Bits and Bytes*, we will discuss what to do when employees use company owned phones and put their own personal data on them!

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All they need is an inventory list of the hardware your organization has available for purchase. They supply the labor for the pickup, can guarantee 7-pass wipes of all hard drives (To the 5220.22-m Spec), and offer to report inventory afterwards. They focus on making this process as efficient as possible, so as to avoid any strain on your staff and organization.

Feel free to call Steve Figgatt at 866.620.8434, extension 3 with any questions.

Their relationships with other organizations have been mutually very beneficial in the past. They hope they can start working with your organization in the future!

Steve Figgatt

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Remember the Basics

By Kurt Wurmser, MCSE, LAN/WAN Engineer

Technology moves fast. A few years ago, neither Apple's iOS nor Android existed; today, they're the dominant OS's for Smartphones. The humble flip phone of a few years ago has been superseded by phones that get e-mail, surf the web, and play Angry Birds. While all these things have come out in the past few years, the PC is not going anywhere quite yet. Until someone invents a computer that can actually read your mind, the keyboard and mouse combination are the best way of actually getting work done. The virtual keyboards on phones and iPads simply can't compete if you're going to write something that's more than a few pages. And as long as that's the case, sometimes we need to remember the basics.

Most PC's run Windows XP, Vista, or Windows 7. All of these operating systems have user profiles. Your personal settings, your favorite Internet sites, and your documents can all be saved there, in the handy "My Documents" folder or right on your desktop.

Most users do this. It's easy. It's convenient. It's right there. Why bother going to a network drive?

The problem is one of backup. Network drives exist for two reasons: to share files among employees, and to provide a central place to back them up. Every agency needs to have a backup strategy in place to protect necessary files and make it possible to restore them in case of data loss.

It is possible to back up user profiles with a technology called roaming profiles. It has its own pitfalls – logons can be very slow as data is copied back and forth over the network. The biggest problem is simply one of size. Backing up the profiles of all your agency's users will require a lot of space, often much more than the budget will allow. It's much more efficient to back up a few shared folders.

Also, profiles can get corrupt. When Windows finds a corrupt profile, its usual response is to simply create a new one. All those documents are still there, but no longer accessible. It's as if you'd never logged on to that computer before.

Hard drives have a limited life span. Network drives are usually on a server, which has multiple hard drives in a RAID array. When one hard drive stops working, it can be replaced without losing data. Desktop and laptop computers usually have one hard drive. When that hard drive goes, all the data on it is lost.

Most users tend to think their "My Documents" folders are backed up, and so they save there. It isn't until things go wrong that they find out that they aren't. Sometimes they can be recovered, and sometimes they can't.

Remember the basics. All important documents should be saved to network drives, where they are safely backed up. Make sure your users know where they should save their work to, and make sure they do it. Your data is depending on it.



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IT Conference

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the IT Specialist and learn about the different models that exist.

What's So Meaningful about Meaningful Use? - Presented by Marlowe Greenberg, CEO, Foothold Technology

If you think Meaningful Use doesn't apply to you and your agency, you should think again. As the nation transitions to electronic record-keeping, more healthcare providers take the steps to qualify for incentive funds. This legislation represents a profound shift in the way we think about healthcare in this country in which ALL health care is simply considered "Care" and the priority lies in making sure that people are well and using healthcare services efficiently.

VoIP and Other Voice Technologies - Presented by Ethan Millrood, Network Services Specialist, Expert Technology Associates (ETA)

VoIP (Voice over Internet Protocol) is no longer the future. It is here, it works and it offers unparalleled efficiencies over traditional PBX systems. Learn the types of VoIP solutions and which work best for business continuity and disaster planning.

Meaningful Use - In Depth - Presented by Mary Givens, MRA, Program Manager, Qualifacts Systems, Inc.

Learn the in's and out's of Meaningful Use criteria and what steps your organization needs to take to draw down Federal incentive dollars from the Centers for Medicare and Medicaid Services. Ms. Givens is the Meaningful Use "Guru". Everything you need to learn about Meaningful Use will be disseminated during this workshop. Bring your questions! You won't be disappointed.

Social Media - Presented by Jon Zack, President and Founder, EggZack, Inc.

Non-profits can benefit the most from social media. Getting the message out to as many viewers as possible is no longer a task that takes hours. Learn about automated ways to post your mission and message once, and how existing technologies can blast this message out to multiple sources, including Facebook, Twitter, LinkedIn and others.

Microsoft SharePoint - Presented by Dalton Han, President, FusionMS

Microsoft Sharepoint is a powerful collaborative tool in addition to serving as a corporate website. If you think of SharePoint as only a document management system, you have much to learn from this IT Pro. See the benefits and improvements in SharePoint and open your mind to new ways of working with it.

So, if you haven't already registered, I encourage you to do so right now.

Visit the NJAMHAA website at www.njamhaa.org and click on the link in the left menu bar that says CONFERENCES. Information for registering for this wonderful opportunity will be presented, where you can either register online with a credit card, or ask to be invoiced, or download a PDF registration brochure and mail it in with your payment. We are flexible. We want to make the process as easy as possible.



Call Rob Molinaro for all your data and telecommunication needs.
Tell him that the IT Project referred you!
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For more information contact:
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New Jersey Health Information Technology Extension Center (NJ-HITEC) working with NJAMHAA's IT Project

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training, services and technology. With the assistance and support of the New Jersey community colleges, NJ-HITEC will host and promote local presentations across the state to educate consumers and providers as to the value of using electronic health records. NJ-HITEC's service offering includes education and training activities, membership in the Regional Extension Center, assessment of current office practices, workflows and technical capabilities; recommendations of appropriate EHR solutions that meet end-user specific needs; coordination of services to implement, adopt and use new technologies appropriately and the assurance that every member of the regional extension center can meaningfully use these systems. Through strategic partnerships with local and state agencies that include New Jersey Medicaid, the Office of the Governor, the New Jersey Department of Senior Services, the New Jersey Health Information Technology Commission and the New Jersey Department of Banking and Insurance, the New Jersey Academy of Family Physicians, and the NJAMHAA IT Project, the Regional Extension Center provides coordinated access and delivery of technology services to all New Jersey providers, as well as many other stakeholders.

Until now, NJ-HITEC's focus was on primary care providers, but they have received funding from Medicaid to provide services to specialty providers. William O'Byrne, Executive Director, and Michael Zegar, Central Jersey Regional Director, came to meet with June Noto, IT Project Director, and Ron Gordon, Associate Director, to discuss their project and how the IT Project can help them get behavioral health and addiction treatment agencies involved. The IT Project also provided them with a complete list of EHR vendors that sell software for these fields. They are now vetting these vendors and will be adding them to their list of vendors they recommend to use to implement an EHR. NJ-HITEC is vendor neutral and will help you in the selection process.

This is a great resource and can be a tremendous help to our community. More information is available at www.njhitec.org. To contact NJ-HITEC, go to http://www.njhitec.org/contact_us.aspx or call 973-642-4055 or contact the IT Project.



Reaching for the Stars:
Making a Difference Using Information Technology
March 7, 2012
The Pines Manor, Edison, NJ

Register Today!
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BlueWater Marketing Group
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