

2.0 Tuesday: HealthCamp RDU Approaches, Cloud Updates in Healthcare, A New King of the Web Browsers



As managers, providers and employees, we always have to be looking ahead at how the technology on our horizon will affect how our organizations administer health care. In the spirit of looking forward to the future, we present “2.0 Tuesday”, a feature on Manage My Practice about how technology is impacting our practices, and our patient and population outcomes.

We hope you enjoy looking ahead with us, and share your ideas, reactions and comments below!

HealthCamp RDU and Health Innovation Week DC Bring Stakeholders Together for Conversations on the Future of Healthcare

Over the next two weeks two separate events will give stakeholders from all ends of the healthcare spectrum a chance to be a part of an open-ended conversation about the future of care. HealthCamp RDU on Wednesday May 23rd in Raleigh, North Carolina, and Health Innovation Week, beginning June 2nd in Washington D.C. will be fantastic gatherings for providers, patients, advocates, managers, and vendors to come together, engage in conversation, and share their own experiences and

visions for the future. With the large-scale changes taking place in healthcare today, more than ever it is critical to share your point of view, and events that bring together such a wide range of attendees offer fantastic opportunities to do just that. Check out their sites for more information on these great events!

(via The Health Care Blog , Triangle Business Journal)

Overheard in the Healthcare Cloud

- “So it’s not just about taking cloud computing and automating the healthcare system we have today, **it literally means innovating and reinventing the health care system** to make it much more patient-centric” – Former Apple CEO John Sculley, on why he thinks Healthcare is one of the applications of “the cloud” with the highest potential
(via The Guardian)
- One of the biggest drivers of value in the cloud for healthcare is the collection, analysis, and application of “Big Data”. The term “Big Data” means the access to, and more importantly, analysis of huge sets of data created by medical providers and devices while treating patients. The end goal is to use the huge sets of data to gain insights into patient care and the human body with statistical analysis. Companies like SAS, Oracle, Microsoft, IBM and Dell all make technologies that allow massive sets of data to be managed and analyzed for insights to improve health. For example: “The use of data-mining technology has already led to some measurable improvements in patient care. New York-Presbyterian, which started using Microsoft technology to scan patient records in 2010, has **reduced the rate of potentially fatal blood clots by about a third.**”
(via Bloomberg Businessweek)

- Another big driver of value in the cloud: Mobility. With improved network access, and a continually improving global networked infrastructure, knowledge workers can now share expertise on a global scale relatively easily. Like how IBM SmartCloud technology is helping groups such as Colleagues in Care Global Health Network bring care to underserved areas. “The organization is using IBM cloud-based social analytics and collaboration services to provide the global network of **health-care volunteers with immediate access to critical data and information for the current health-care needs of the Haitian citizens**. The network consists of about 200 doctors, nurses and business professionals coming together virtually from all around the globe including Canada, China, Haiti, France, Ireland, Italy, the United Kingdom, and the United States.

(via eWeek)

Google Chrome Overtakes Microsoft Internet Explorer as The World's #1 Web Browser

At least by one measure and by one website's count, Google's Chrome Web Browser is now the most used Web Browser in the world. Internet statistics site StatCounter, which analyzes the traffic of about 3 million sites worldwide, is reporting that in the past few weeks, for the first time, users of Chrome outnumbered users of Microsoft's Internet Explorer Worldwide. In some individual regions (North America, for example) Internet Explorer is still number 1, and StatCounter may not have a representative sample of the world's sites being monitored, but it is another example of how quickly and how broad Google's influence has become.

What's your favorite browser? Tell us in the comments below!

(via Lifehacker)

Be sure to check back soon for another 2.0 Tuesday!

My Take on Bob Sutton's "12 Things Good Bosses Believe"

Robert Sutton is one of my favorite thinkers. Anyone who would write a book entitled *The No Asshole Rule: Building a Civilized Workplace and Surviving One That Isn't* is okay with me. Bob is Professor of Management Science and Engineering at Stanford University and he writes honestly about management on his blog "Work Matters." Here are his *12 Things Good Bosses Believe* and my comments.



Image via Wikipedia

1. I have a flawed and incomplete understanding of what it feels like to work for me (Robert Sutton discusses #1 in more detail here.)

Yep. Give an anonymous satisfaction survey to your employees if you think you know what they are thinking. As managers, we create our own little world based on what we think employees need and want and what we are doing in response to our perceptions of them. It's a beautiful world we create. It can be a rude wake-up call when we find we don't really understand what our employees think about us, our decisions or

our management style.

2. My success and that of my people depends largely on being the master of obvious and mundane things, not on magical, obscure, or breakthrough ideas or methods.

My mentor taught me “Take care of people’s paychecks and their vacation time – get it perfectly right or fix it quickly, and you’ll be fine.” Anyone who has ever done payroll or staff scheduling can tell you that these “mundane” tasks are two of the most complex and frustrating, yet critical jobs in management.

3. Having ambitious and well-defined goals is important, but it is useless to think about them much. My job is to focus on the small wins that enable my people to make a little progress every day.

Your staff want to know that the group is moving forward, but ultimately they don’t relate the big projects to their day-to-day job. What they want (just as you and I do) is to have the small irritations, the glitches, and the bugs to be fixed. They want to be able to stop wasting their time doing workarounds because the manager won’t take the time to fix something.

4. One of the most important, and most difficult, parts of my job is to strike the delicate balance between being too assertive and not assertive enough.

One of my Mary Pat-isms is to say that the only time I tell people exactly what to do without getting their input is when the building is on fire. This is a bit of an exaggeration, but I do think employees get tired of me asking “What do you think?” when all they want is for me to tell them what to do. If I tell them what to do though, how do I know that their input might not produce a better answer? I also want them to think about solving the problem themselves or getting input from others.

5. My job is to serve as a human shield, to protect my people from external intrusions, distractions, and idiocy of every stripe "" and to avoid imposing my own idiocy on them as well.

I interpret this as my effort to make it safe in the organization to make mistakes and to be human. The tricky part is walking the line between making it so safe that people feel that mistakes don't matter, and making it safe enough to stand the pressure of healthcare every single day. I tell the staff that my job is to free them to do their job.

6. I strive to be confident enough to convince people that I am in charge, but humble enough to realize that I am often going to be wrong.

An employee once told me that she really likes a boss who says "I don't know the answer, so let's see if we can find the answer together."

7. I aim to fight as if I am right, and listen as if I am wrong "" and to teach my people to do the same thing.

I would amend #7 to say that I tend to rely on my experience to guide my decisions, but I often want to hear what others' thoughts are to make sure the best solution is achieved.

8. One of the best tests of my leadership and my organization is "what happens after people make a mistake?"

See #5.

9. Innovation is crucial to every team and organization. So my job is to encourage my people to generate and test all kinds of new ideas. But it is also my job to help them kill off all the bad ideas we generate, and most of the good ideas, too.

Innovation is crucial in delivering healthcare. One of my favorite techniques is to see how problems are solved in other fields and try to apply them to healthcare. Teaching others

to seek inspiration and to be comfortable with test-driving solutions is critical to giving a practice the competitive edge.

10. Bad is stronger than good. It is more important to eliminate the negative than to accentuate the positive.

I agree. I hate it, but it's true.

11. How I do things is as important as what I do.

Or maybe more important. How I speak to staff, how I speak to patients, how I demonstrate compassion, how I deal with frustration, how I relate to someone who is going through something tragic, how I talk about my boss, how I _____
(fill in your answer here.)

12. Because I wield power over others, I am at great risk of acting like an insensitive jerk and not realizing it.

Being a manager carries with it an almost bone-crushing responsibility for doing the right thing for the organization AND the right thing for the employee. Trying to achieve a win/win in as many situations as possible is a noble calling, but one that can wear you down to a nub, which is when most of us may be accused of acting like insensitive jerks. Acknowledging this state (apologizing is good) and taking a time out is the right thing to do.

If you describe what you want in a boss, and you're not describing you...think about it.

Using What To Do What? Radiologists Use iTunes to...



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Under the category of using existing software for new purposes, radiologists at Renji Hospital and Shanghai Jiaotong University School of Medicine are using iTunes to house and sort medical PDFs of images and research documents. Download Squad has the **story** here.