



## A CONVERSATION WITH LINDA PALMIERI OF SOUTHCOAST HEALTH SYSTEM

*The Edge* was fortunate to catch up with **Linda Palmieri** this month at St. Luke's Hospital in New Bedford, MA. This was not an easy feat as Linda, in her role as Information Systems Coordinator for the Southcoast Health System, is responsible for end-user, MIS education, support and documentation at three hospitals. On any given day one might find Linda at Charlton Memorial Hospital in Fall River, St. Luke's Hospital in New Bedford or Tobey Hospital in Wareham.



There has been a lot of interest lately in offering alternative MIS training options to end-users that allow for more flexibility than the standard full- and half-day classes. *The Edge* wanted to talk to Linda because, last year, she coordinated the training for a system-wide Windows 2000 / Office 2000 rollout using **Targeted-Topic Seminars**.

See [Palmieri](#), p.3

## BULLSEYE: WHY TARGETED-TOPIC SEMINARS MAY BE PERFECT FOR YOU

Often, we hear from customers who would like to provide training to their employees, but can't commit the time and resources to several days of full application training. But, as all project managers will tell you, training is an essential part of any successful upgrade or conversion. If you want your employees to be productive and maximize usage of the new product you spent so much time rolling out, you have to give them the tools to use it. The solution? **Targeted Topic Seminars**.

ODC has been hearing the same thing from a number of customers: We don't have time for full day classes; we just can't take employees away from their desks for that much time. But this doesn't mean a firm has to forego training altogether. In response to this need, we have developed a range of focused classes on a host of intermediate and advanced topics in the most popular business applications. Attendees get just the information they want and need in a manageable timeframe.

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## ODC HAS THE 'KEY' AT ITTC

The **Information Technology Training Conference (ITTC)** will be held June 23-25 this year in Newport, Rhode Island, at the Hyatt Regency Hotel. ITTC is the largest conference of its kind in the country, and is focused on IT learning and learning services. This year, the theme of the conference is "The Keys to Collaboration", and in that spirit ODC will be sponsoring a collaborative-effort contest.

Be sure to stop by ODC's booth (#14) in the exhibitors' room to say hello to **Susan Evans, Pat Sullivan, Bob Varney** and **John Wood**, and to pick up your "key", containing one-half of a combination that will unlock the prize box. Find the conference attendee with the other half of your key combo, and then come back together to see if your combo is the winner! If it is, you'll each receive a one-year Family Membership to the Museum of Fine Arts in Boston.

For more information about the conference this year, check out [www.ittconference.org](http://www.ittconference.org).



## ODC SIGNS PARTNERSHIP AGREEMENT WITH MICROSYSTEMS

ODC is thrilled to announce a new partnership with **Microsystems**. Based in Lombard, IL, Microsystems is the industry leader in document conversion, document analysis and document clean-up tools.

In addition to providing training and support to firms implementing Microsystems products, ODC can also help customers plan what customizations their firm needs, as well as help to configure the document tools themselves. To learn more about Microsystems products, please feel free to give ODC a call.

### *Quote of the Day*

'Find reasons to do the important things, instead of reasons not to do them.

Risk, experiment, and don't forget to have some fun while you are at it.'

- Ernie J. Zelinski

## TTS, CONTINUED FROM PAGE 1

ODC Targeted-Topic Seminars are offered in the format of one- to two-hour, hands-off presentations. They are geared towards those employees who have specific interests in particular areas of the applications they use on a day-to-day basis. Attendees of each Targeted-Topic Seminar will leave with a quick reference card for the appropriate application and a handout related to the concepts covered.

Where needed, ODC will work to customize any seminar to include information that is specific to a client's environment, or designed around a particular business process. For example, you may consider having ODC produce a custom series of seminars that address the "Top 20 Calls" fielded by your company's Help Desk. Or, perhaps a seminar on how to open a new client or matter. Whatever the need, we can customize a seminar for you.

Here's a sample of some of the interesting Targeted-Topic Seminars ODC can provide:

- ✓ *Are You Stylin'? The Power of Word's Styles*
- ✓ *Numbering is Sweet With SoftWise's NumberingSuite*
- ✓ *Getting Your PowerPoint Across*
- ✓ *Why Do I Always Get Stuck With the Tabs?*
- ✓ *What's New in Office XP*
- ✓ *Metadata Madness*
- ✓ *Effective and Efficient Editing*
- ✓ *Faster Forms Design in Access*

Take the stress out of your next upgrade, rollout or conversion: allow ODC to design Targeted-Topic Seminars that address your employees' needs. Contact ODC by phone at **(617) 965-6013**, or via e-mail [info@odcllc.net](mailto:info@odcllc.net).

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## PALMIERI, CONTINUED FROM PAGE 1

The training was an integral part of a 'PC Refresh' project that distributed over 900 new PCs throughout the Southcoast environment. **New England Computer Resources**, a Rhode Island-based solutions provider, handled the hardware and software integration, while **ODC** assisted with training. The project ran from March through August 2002 and was a big success. All of the training attendees appreciated the flexibility and the focused nature of the classes.

When asked why she chose a Targeted-Topic Seminar format, Linda noted that this approach had worked well in the past. "We had undergone a large-scale conversion in 1998, converting from WordPerfect to Word 97 and the rest of the Office 97 suite. In order to accomplish this huge transition, we gave users the opportunity to attend six-hour training classes in all of the new Microsoft apps at the introductory, intermediate and advanced levels." Linda explained that for the sake of flexibility, each of the classes were broken into two, 3-hour sessions, which allowed a student to take the first three hours of Word Intro during one session, for example, and complete the final three hours at a different time.

"For the Office 2000 rollout last year we took this concept of flexibility one step further and offered training entirely through self-scheduled, one-hour Targeted-Topic Seminars. For the initial wave of seminars they were hands-off with a focus on just those new features in each of the applications – Word, Excel and PowerPoint – that were of specific interest to Southcoast end-users." Seminars on the new features of Windows 2000 were offered as well, as the users were coming from a Windows 98 environment and some of the login procedures were slightly different.

As for post-training support, Linda explained, "We provided the users with just-in-time Desk-Side Support. This came in the form of ODC consultants, dispatched by our own Southcoast Help Desk personnel. If an end-user needed a support presence at his or her desk, the floating

consultants were paged and quickly arrived to help out."

When attendance for the 'new features' sessions started to wane, Linda began offering Targeted-Topic Seminars on subjects that were not necessarily new, but useful features that people were underutilizing simply because of a lack of familiarity. With the introduction of these new seminars, attendance increased again. "To be honest," said Linda, "we felt pretty confident that the seminar format would work because, even prior to the 2000 rollout, we have been offering custom seminars in topics like Word's mail merge, automatic numbering, tables, forms, Excel database tools, and PowerPoint's animation features."

When asked if they have continued with seminars since the last rollout, Linda responded, "Definitely. My associate, Stella Moreira, and I are constantly scripting custom, short-format seminars for many of the departments at Southcoast. In fact, Stella is currently presenting custom seminars for our Patient Access Services group. The seminars focus on helping them use Excel database tools to produce custom reports using ODBC connections to our Meditech Billing and A/R modules."

What does future training look like for Southcoast? "I'm sure we'll continue to leverage the power and flexibility of Targeted-Topic Seminars," Linda predicted. "We are currently looking at e-learning-based training as an additional way to deliver mandatory education to all employees – clinical, clerical, and administrative. One of our major MIS goals is to streamline and enhance workflow through automation. To do this effectively, we have to empower our users with the ability to learn in a variety of ways and promote end-user self-sufficiency."

It appears that Southcoast has a winning formula. ODC and *The Edge* wish them continued success and look forward to working with them on future projects.



## INNOVA UPDATES FOR TUTORPRO

TutorPro, Ltd., a company that creates and provides e-learning solutions, is working on new courseware for **Innova**, the latest version of the SoftWise MacroSuite. TutorPro already provides dozens of courses on business and legal-specific applications, including Word, Excel, iManage, Carpe Diem, and SoftWise MacroSuite 2.9. ODC is a partner with TutorPro, and can provide training and custom courseware development for your company. For a complete list of standard courses offered, go to [www.tutorpro.com](http://www.tutorpro.com).

What's that? You haven't seen TutorPro yet? No problem...just contact ODC to set up a demo! Or, check it out at the ODC booth at the [Information Technology Training Conference](#) in June.

*Dear Olivia,*

*I use Outlook XP, and the other day I incorrectly addressed an e-mail to someone. I realized my mistake and sent the e-mail again, but now, every time I begin typing the person's name, the autocomplete popup shows both names – the incorrect one as well as the correct one. I don't want to turn off the autocomplete feature – I just want to get rid of the wrong address from the "suggestions". Help!!*

*Signed,  
Obsessed with Outlook*

Dear Obsessed:

Happily, you can delete that incorrect suggestion from the popup list. The next time it pops up, use your down-arrow key – not your mouse – to select it. Then, press the **Delete** key on your keyboard. Voilà!

## ASK OLIVIA

*Dear Olivia,*

*I love my right-click shortcut menus in Word. But sometimes I want a feature that isn't on a particular shortcut menu. Can I customize them?*

*Signed,  
Serious about Shortcuts*

Dear Serious:

Absolutely! Here's how:

1. Go to **Tools**→**Customize**. On the *Toolbars* tab, select the **Shortcut Menus** toolbar. This will display a small floating toolbar on your screen, with three categories of shortcut menus – Text, Table, and Draw.
2. Display the shortcut menu you wish to customize by selecting it from this toolbar. For example, if you wanted to customize the shortcut menu you see when you right-click a field, select **Text**→**Fields**. If you wanted to customize the shortcut menu you typically get when in a table cell, select **Table**→**Table Cell**. (Note: the shortcut menu you select will remain displayed while you customize.)
3. Now, go back to the Customize dialog box and click the *Commands* tab.
4. Find the command you wish to add, drag it over to the shortcut menu, and drop in the desired location. Do this for each command you want to add to the displayed shortcut menu. Drag off the shortcut menu any commands you don't want.
5. Customize additional shortcut menus as desired by repeating steps 3&4. When you are finished customizing, click the **Close** button in the Customize dialog box. This will also close the Shortcut Menu toolbar.