ICN Insider

ICN
Iowa Communications Network
Sharing Iowa's
Infinite
Possibilities

Radiology Benefits from Healthcare Network

Notice to Readers:

The ICN Insider will
be transitioning to a
bi-monthly
publication schedule.
Watch for our next
issue, which will be
sent out in May/June.

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Radiology Consultants of Iowa (RCI) was one of the first healthcare facilities connected to the Iowa Rural Health Telecommunications Program's (IRHTP) statewide healthcare network hosted by the ICN. RCI provides professional (radiology interpretations) and technical (image storage, management, display, and distribution) services.

ICN's backbone completes the high-speed IRHTP core network by providing each core site with a redundant 10 gigabit connection. RCI utilizes the capacity for medical images including CT, MRI, mammography, ultrasound and general X-rays. Radiologists can view and interpret an exam from any IRHTP location, regardless of the radiologists' location. This is a tremendous benefit due to the expectation for rapid turnaround time.

RCI's Chief Information Officer, Joe Moore says, "Getting the exam to the best qualified radiologist in a timely fashion used to be quite a challenge. That is no longer the case for

our IRHTP partner hospitals. All physicians and clinics that have appropriate need and authorization can view imaging exams from practically anywhere if connected to the private IRHTP network or using RCI's virtual private network via the Internet."

Healthcare sites participating with IRHTP receive the same turnaround as hospitals in Cedar Rapids or other urban settings. In addition, ordering physicians have benefited from improved speed and reduced delay in reviewing the images once interpreted by a radiologist.

Moore stated, "Previously the radiologist would have

to wait for a large study for up to 45 minutes or longer. Now they can interpret the exam as soon as the hospital is done acquiring and preparing the study. The impact to patient care in the critical access setting has changed dramatically for the better."

The goal of the IRHTP consortium, led by the Iowa Hospital Association (IHA), is to deploy a secure, statewide, high-speed broadband network connecting rural hospitals to vital healthcare resources without geographic restrictions. There are currently 71 healthcare facilities connected to the IRHTP statewide fiber-optic Network as of January 31, 2012.

A physician dictating while viewing a radiology study.

IPERS in Forefront with IVR Technology

Iowa Public Employees Retirement System (IPERS) recently installed a new IVR (Interactive Voice Response) system, which operates over the ICN. The IVR system handles significant volumes of caller requests without the need for a 1 to 1 customer services representative (CSR). Callers interact and receive information through the use of voice recognition and selecting menus that are associated with the buttons on a phone. An example of a generalized IVR is a phone system that asks callers to, "Press (or say) 1 for customer service, 2 for directory, and etc".

IPERS has utilized an IVR for many years, but wanted to move beyond basic IVR applications. IPERS selected to integrate a significant software database upgrade for their system that has been in development, testing, and implementation phases for a few years.

This synchronized integration launches their call flow processing to new heights. A caller can access detailed information automatically from the system, and can easily ask for a live specialist for help when needed. When compared to the previous system the new IPERS IVR will stand alone. One significant improvement is that a specialist can view the caller's entered data simultaneously as the caller is being transferred to the specialist's screen.

A second noticeable improvement will be a decrease in average customer call time.

ICN owns, hosts, and manages the IVR platform, while maintenance is received from an external vendor. The call itself and interaction with the caller happens inside the IVR platform with voice ports IPERS has acquired from the ICN. In addition, ICN and IPERS have a large data connection to facilitate the data and caller information back and forth. There is seamless and continuous data conversation between the ICN equipment and the IPERS data center.

This system upgrade places IPERS at the forefront of IVR technology which is intended to better serve their customers.

Information for USAC Participants

As of mid February, ICN has received 67 form 471 requests for discounted telecommunications services from K-12 schools. Below are updates from the Universal Service Administrative Company (USAC).

The USAC FY2012 application filing window opened on January 9, 2012 and will close at 11:59 pm EDT on March 20, 2012. E-Rate applicants that are beginning the application process should first review the FCC Form 470 and Form 471 instructions. E-Rate applicants can find this information on USAC's Required Forms web page. E-Rate applicants should also review the FY2012 Eligible Services List to verify that the services they want to request are eligible for discounts.

Helpful Tips & Reminders

File Early – USAC encourages applicants to file and certify FCC Forms 470 and 471 early. Early filing allows applicants time to:
- Correct errors and avoid delays.
- Meet program deadlines.
- File a new form if rules do not allow corrections to an existing form.

For ICN E-rate questions, contact Angela Schneider by phone at 515-725-4622 or by email at angela.schneider@iowa.gov.

Feedback from an ICN customer relating to the upgrades completed for our federal broadband project.

"I am not sure what all was replaced, but the speed and network are working much faster."

- Iowa Department of Human Services

We are glad customers are seeing immediate results. The previous connection incorporated some latency (time delay) issues. The new connection is pure Ethernet. By eliminating the latency, customers will notice a faster connection.

Employee Spotlight: Andy Ryan

Andy Ryan, a Telecommunications Engineer, has been with the ICN for over 10 years. Andy is responsible for network design and power related issues. Generally, this means he works with Ethernet circuit designs, A/C to D/C power conversions, and equipment installations. He says the best part of his job is the new challenges each day brings, and the opportunities to travel and meet with vendors.

Andy previously worked for McLeodUSA. He started as a technical response representative, and worked his way into a power technician position. Andy attended Iowa State University, and graduated with a degree in biochemical engineering.

During college, Andy enjoyed Great Plains Pizza on Main Street in Ames. According to him, it is THE place to get pizza anywhere. In his free time, Andy spends time with his daughter

Hannah, plays golf, traces his Irish heritage, and volunteers as a member of the Archdiocese of Des Moines' Technology Committee.
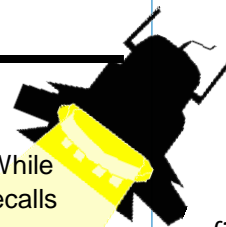
While at ISU, Andy joined the Iowa Army National Guard, and currently is a Brigade Chemical Officer. He is responsible for advising the Brigade Commander relating to biological/chemical issues. He has been tasked (while deployed) to alleviate issues relating to numerous chemical spills.

Recently, Andy returned home from a year long deployment to Afghanistan. This deployment lasted from July 2010 to July 2011. Andy's unit was stationed out of Bagram Airfield which is just north of Kabul, Afghanistan. His unit's mission was to provide full-spectrum operations in a combat theater, including lethal and non-lethal capabilities, support to Afghan National Army and Police units, and assistance to humanitarian

relief initiatives. While deployed Andy recalls working with many International Security Assistance Force (ISAF) personnel, and meeting Robin Williams and Lance Armstrong.

Once he returned home, he took his daughter to Disney World. They went to Magic Kingdom, Hollywood Studios, and Universal Studios. Hannah sought out each Disney character no matter how long the line was (at times over an hour and a half). The trip was a memorable experience for the two of them because of the time missed during his deployment.

Previously Andy has been deployed twice; Iraq from 2005-2007 and Egypt from 2003-2004. While in Iraq and Egypt, he was with the 1-133 Infantry Battalion. Andy's deployment to Egypt was part of the Multi-National Peace Keeping Force on the Sinai Peninsula, where each day he woke up with the Red Sea just 100 yards from his room.

The ICN, a state agency, is the country's premier fiber-optic Network, committed to continued enhancement of distance learning and providing Iowans with convenient, equal access to education, government, and healthcare.

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Upcoming Video Session for Students and Educator through Iowa Public Television's K-12 Connections

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Reading with The Animal Rescue League: World Read Aloud Day

Wednesday, March 7, 11:00 AM - 11:55 AM   **Audience: Grades 3-6**

Animal Rescue League of Iowa (ARL) Executive Director, Tom Colvin, will join you for this session. Mr. Colvin will share his love of reading and animals with students as he slips in a couple of important messages during this session. He will also talk a bit about his job at the ARL.

Mr. Colvin will read from the book *Shelter Dogs: Amazing Stories of Adopted Strays*. This ever popular book is on many reading lists and tells the stories of eight unwanted strays that all went on to achieve great things. Mr. Colvin will bring his own shelter dog, Gertie, and will share her story with your students.

Registration Deadline - Friday, March 2, 2012

Archaeology and Egypt

Friday, March 23, 10:00 AM - 10:50 AM; 1:00 PM - 1:50 PM   Audience: **Grades 3-5**

Everyone loves a mystery, and Egypt has many secrets to behold. From the spooky mummies to the mystifying pyramids, archaeologists have worked hard to shed light on these, and many other intriguing artifacts. Students will discover the complex and fascinating roles of an Archaeologist, a person who researches like a historian, understands the layers of the earth like a geologist, pieces together clues like a detective, and digs, digs, digs.

Registration Deadline - Friday, March 16, 2012

Career Day: Becoming a Emergency Medical Technician

Thursday, March 29, 9:00 AM – 9:50 AM; 10:00 AM – 10:50 AM Audience: **Grades 9-12**

Do you have students who like excitement and are interested in a health-related career? Students who would like a different daily challenge when they enter the workforce? Join this session to get introduced to Des Moines Area Community College's EMT-Paramedic Specialist program. The department chair and instructor will be on hand to talk with your students about the program. The Emergency Medical Technician–Paramedic Specialist is an AAS degree program.

Registration Deadline – Thursday, March 22, 2012

For More Information about Upcoming K-12 Connections Contact:

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