

# TOUCHING BASE



BDM INFORMATION SYSTEMS

DECEMBER • 1999

## Can You Believe It? 30 Outstanding Years !



The 1999 American Society of Health-System Pharmacists (ASHP) Midyear Clinical Meeting marks the 30<sup>th</sup> consecutive year that innovative pharmacy information systems first developed by Dallas Howe and company have been on exhibit at this international gathering of over 15,000 pharmacy professionals.

This is an unprecedented milestone in the health care computing industry and BDM will celebrate at this special gathering with BDM users as well as an extensive exhibit floor display encompassing the newest technology and pharmacy functionality features of its latest generation **RxTFC™** Pharmacy Management System product.

BDM President Dallas Howe expects to once again generate significant interest in BDM products. "We are natu-

rally quite familiar to many attendees of the conference. Each year both current customers and prospective customers make a point to see demonstrations of what our R&D division has added in terms of new pharmacy functionality and the integration of new input or knowledge database technologies into our product." BDM's exhibit this year will focus on advancements in clinical quality checking and **RxTFC™**'s integrated inpatient/ambulatory pharmacy functionality as well as **RxTFC.com**, BDM's Internet initiative.

BDM's "first ever" exhibit appeared at the ASHP Midyear Clinical Meeting in Anaheim California in December of 1970. "Our demonstration could best be described as a show stopper and was quite disruptive on the exhibit floor with attendees blocking the aisles to get a glimpse of the first pharmacy computer system ever exhibited at the conference," says Howe.

*Continued on second page*

## THIN-CLIENT Added to BDM TFC Repertoire

BDM is proud to announce that its organization is a member of the CITRIX® SOLUTIONS NETWORK as a SILVER SOLUTIONS PROVIDER.

The achievement of this certification and the marketing of Citrix®/MetaFrame™ based solutions is part of BDM's continual efforts to harness the latest advancements in technology that will significantly benefit its health care customers.

Marcel Huel, BDM's Vice President of Research and Development is pleased to offer the thin client computing model as an option for BDM customers. "The hospital customer can optionally move from a situation where all client software runs on the PC workstation and significant traffic moves across the network between client and server, to a situation where all of the applications and data reside on the server. The PC workstation uses the Citrix®/MetaFrame™ solution to serve as a highly efficient thin client," says Huel. "With customer sites currently implementing Citrix®/MetaFrame™ solutions and many others expressing an interest, we expect a great deal of growth in thin client computing among our customer base where network bandwidth and other computing resources may not be completely available and in place. This deployment option is also of interest for those sites trying to reduce the total cost of ownership of their PCs."

For more information on Citrix® visit the Citrix® web site at [www.citrix.com](http://www.citrix.com)

## INSIDE

From the President:  
"Internet and ASP  
Tools Expand  
BDM Offering"

Invest in Increased  
Productivity for 2000

BDM Offers  
Pharmacy  
Consulting

See  
[www.rxtfc.com](http://www.rxtfc.com)'s  
on-line counter of  
doses filled by BDM  
systems across North  
America.  
By January 1, 2000  
we expect to reach  
3,800,000,000!



## “Internet and ASP Tools Expand BDM Offering”

In the past 30 years we have always dedicated ourselves to being there at the forefront with "the next new thing". We have seen the transition from mainframes to minicomputers to microcomputers to network PCs and Internet appliances. Today, the information technology industry is moving extremely quickly to take advantage of the Internet in providing widespread availability of “best of breed” software to organizations of all sizes around the world. Of particular interest is the provision, by software developers such as BDM, of a central utility whereby customers can quickly and cost effectively gain access to and put into productive use software applications via the Internet. Industry sources expect that globally this opportunity, called the “ASP (Application Service Provider) Market”, will grow by 100 to 400 percent per year over the next few years, resulting in a \$6.4 billion (USD) market by the Year 2001.

BDM’s research and development division has announced in conjunction with Progress Software Corporation, the provider of the 4GL language, RDBMS and Internet tools utilized by BDM **RxTFC™** product, that we will make **RxTFC™** available from a central BDM utility via the Internet in 2000. BDM, in general terms, will consult with prospective clients on their needs, lease the appropriate application, perform the required integration with other systems in the client organization, provide data security/backup and ensure that the application is performing optimally at all times.

BDM has always responded to the preferences of its customers whether they opt for the main-stream client/server and thin client models for on-site computing or the new ASP option. ASP will carry with it unique licensing and support provisions similar to leasing, will widen the scope of organizations utilizing BDM applications and open the market to prospects that may not have previously had the resources or infrastructure to implement a comprehensive BDM solution. There will also be tremendous opportunities for advanced research and development with the input and contributions of a growing client base.

We are excited about this opportunity and will unveil more details in the new year. Don’t hesitate to approach us with your questions and your thoughts about how this option might work for you.

## Can You Believe It? 30 Outstanding Years !

*Continued from front page ...*

Early BDM systems focused on pure drug distribution within the hospital and although they contained complex functionality for the time, they lacked in presentation, dynamic query functions, clinical functionality and productivity features prevalent in today’s BDM systems. Early BDM systems operated on 4-inch by 5-inch oscilloscope screens and utilized an alphabetic sequence keyboard common to stockbrokers of that day. Twelve-bit processor hardware which depended totally on magnetic tape storage was extremely primitive by today’s standards yet was priced significantly higher than today’s computer platforms.

Many pharmacy professionals helped define concepts and contributed ideas to early projects, including Denny Briley, Pharm.D., BDM Sr. Health Systems Manager, who remains active with BDM pharmacy products today.

Over the years BDM has implemented hundreds of systems, undertaken major national projects, such as Prudential HMO sites, and has been selected by companies, such as Baxter for their first entry into the pharmacy computing market.

Today BDM has gained acceptance across North America among its current customer base and the industry as a whole for **RxTFC™** its newest 4GL, client/server based pharmacy system. Current areas of development and testing are focused on the expansion of **RxTFC™** Internet capabilities, an ASP (Application Service Provider) offering, thin client computing and the integration of a wide variety of exciting voice and data input technologies emerging in the market.

**WELCOME !**  
to our new BDM sites  
and upgrade customers

We appreciate the confidence you have shown in us with the purchase of your new system or system upgrade:

Alberta Cancer Board  
Calgary AB  
Edmonton AB

Bethany Care Center  
Calgary AB

British Columbia Center  
for Disease Control  
Vancouver BC

BryanLGH Medical Center East  
Lincoln NE

Novant Health Inc.  
(Southern Piedmont)  
The Presbyterian  
Orthopaedic Hospital  
Charlotte NC

Sacred Heart Medical Center  
Spokane WA

St. Vincent Hospitals and  
Health Services  
Indianapolis IN

United States  
Department of Defense  
Washington DC

University of Wisconsin  
Hospital and Clinics  
Madison WI

Also thank you to the many customers (too numerous to mention) who have recently upgraded their systems.

**Thank You**

## Invest in Increased Productivity for 2000

One of BDM's longstanding objectives has been to ensure that its customers receive maximum benefit from their system investment as early as possible as well as over the life of their system. To that end BDM offers new customers a full training program

### Educational opportunities now available for 2000:

- RxTFC™ Database Administration Training- Full Course
- RxTFC™ Database Administration Training- Refresher
- RxTFC™ Pharmacy Application Training - Full Course
- RxTFC™ Pharmacy Application Training - Refresher
- RxTFC™ System Administration Training
- RxTFC™ Focused Menu Training
- Actuate Reporting Tool Training - Basic Course
- Actuate Reporting Tool Training - Advanced Course
- Actuate Focused Menu Training
- UNIX System Administration
- General Focused Menu Training

For the complete list of upcoming course dates, locations or opportunities for remote training check the User Group section of the BDM web site [www.bdm.ca](http://www.bdm.ca).

with the initial system installation as well as the opportunity to take advantage of additional BDM training expertise at any time thereafter. Chuck Ingerman, Vice President of Products and Services, has developed a comprehensive training program for existing customers for 2000 expanding on the courses available and offering flexibility in terms of training structure, location and budgeting. "Each pharmacy manager faces the challenges of staff turnover, staff development and

staff shortages. Our new program will offer the means to ensure that all of your pharmacy staff are fully trained as well as the flexibility in offering training at a central BDM location, at the customer site or using the Internet and other remote access tools," says Ingerman. "For individual customers or groups of customers with very focused needs or limited budgets (or time availability) we are also offering short courses on specific functions which will provide "training on the go" for customers unable to free themselves for full training courses."

## 1999/2000 User Group Executive Members

**President, Pat Busch**  
Calgary Regional Health Authority  
Calgary AB

**1st Vice President, Dan Siehr**  
University of Wisconsin  
Hospital and Clinics  
Madison WI

**2nd Vice President, Ken LePage**  
Saskatoon District Health Board  
Saskatoon SK

**Secretary, Nancy Dostal**  
Bryan LGH Medical Center East  
Lincoln NE

The above members were elected at the annual user group meeting in Saskatoon. They will serve until the year 2000 user group meeting.

*Thank you to the many friends, loyal customers and professional associates who have contributed to BDM becoming a longtime established pharmacy information technology company.*

# Congratulations !

**10**  
Year Club

**Brandon Regional Health Center**  
Brandon, MB

**Mental Health Center**  
Penetanguishene, ON

**Oak Forest Hospital**  
Oak Forest, IL

**St. Paul's Hospital**  
Vancouver, BC

**Sacred Heart Medical Center**  
Spokane, WA

**The Toledo Hospital**  
Toledo, OH

**20**  
Year Club

*A special "thank you" for our longstanding relationship in pharmacy computing*

1999 INDUCTEES

## BDMer Lends a Hand to Save a Life

Cameron Hurnard, BDM's Data Analyst/Training Specialist, did not expect that his work with BDM would allow him to use his paramedic experience from a former life. On a recent flight from Saskatoon to Minneapolis, a gentleman suffered an apparent heart attack and Cam was "Johnny on the spot" to respond to the flight crew's call for help. Working with a Mayo Clinic doctor that Northwest Airlines reached via their on board telephone Cam was able to communicate the patient's vital signs and stabilize the situation. The flight was diverted to Grand Forks, ND where Cam turned the patient over to paramedics and continued his journey to Minneapolis. If there was ever any doubt, BDM customers now know for sure that they are in good hands with Cam on site!

## BDM Offers Pharmacy Consulting

At the request of the BDM North American User Group, BDM is offering the consulting services of its professional pharmacy personnel. BDM's pharmacy group includes Pharm.D., Pharmacist and Pharmacy Technician resources with 125 years of combined experience in simple and complex pharmacy environments across North America.

More and more pharmacy managers faced with the challenges of staff shortages are finding it difficult to step back and do the planning necessary to ensure that their pharmacy operation and more specifically their information systems are working optimally and are moving in the right direction. More management information being called for by hospital administration and other governing bodies and organizational changes keep pharmacy managers scrambling to balance planning activities with "getting the job done" day to day.

BDM will discuss your needs and offer the right set of skilled resources to achieve your objectives with a straightforward list of deliverables and a known cost.

For more information contact your BDM account representative or contact us via our web site [www.bdm.ca](http://www.bdm.ca).

## Did You Know ...

- Actuate Corporation (NASDAQ: ACTU), the provider of the suite of reporting tools used with *RxTFC*<sup>™</sup>, with revenues of \$30.6 million in the first three quarters of 1999, is a leader in eReporting<sup>™</sup> for eBusiness serving the world's largest .com, financial services, telecommunications, healthcare and media companies.
- BDM performed the initial site preparation and provides ongoing Help Desk support for the Province of Saskatchewan's Northern Telehealth Network project in 8 remote locations across Northern Saskatchewan.
- BDM's Network Services operation offers ongoing network operating systems support and specialized infrastructure upgrade/performance optimization services to customers in Canada and the United States.
- BDM's *RxTFC*<sup>™</sup> Pharmacy Management System has received authorization for use in the Province of British Columbia in compliance with Healthnet/BC requirements for the online adjudication of medication claims by the B.C. Ministry of Health's PharmaNet system.
- The BDM Home page receives over 22,000 visits per month from interested parties all over the world.



*1999 User Group Meeting, Saskatoon, SK*

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## TOUCHING BASE

is a regular corporate newsletter produced by BDM staff and distributed to BDM customers, prospective customers and various contacts in the health care computing industry.

We welcome your comments on the contents of this publication and your inquiries on topics mentioned. Contact your account representative or our location nearest you:

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