

SNUG

Soft Network Users Group

Why should I join?



What is SNUG?

The **Soft Network Users Group Inc. (SNUG)** was established to promote the free exchange of ideas and suggestions, relating to the applications of **SCC Soft Computer (SCC)** laboratory software packages. As a vehicle of communication between the users and SCC, SNUG offers assistance to the large international client base.

SNUG is a not-for-profit organization that was incorporated in 1999. The executive board of client representatives serves for three years. SCC originally established the users group in 1992 to provide a forum for users to discuss what they liked and disliked in SCC's products to give the company an idea of how they could improve their products to better suit their clients' needs.

One of the purposes of SNUG is to expand client knowledge and skills for improvements in:

- ✓ **Software management**
- ✓ **Security**
- ✓ **System performance**
- ✓ **Quality management**
- ✓ **Hardware configuration**

SNUG membership enhances usage of SCC's clinical information systems. Access to this free exchange of ideas and suggestions, relating to SCC's applications provides a community of practice for exchanging ideas, lessons learned, and best practices. SNUG provides easy access to industry peers who share a common goal of providing the best possible care to patients and getting the most from their SCC systems for the greatest return on this investment.

For an annual fee of \$350*, SNUG provides members:

* (paid directly to SNUG, Inc.)

- ✓ **List server for client discussions**
- ✓ **Support from a dedicated group of users who share a common goal**
- ✓ **Special interest groups (SIGs) for each SCC product**
- ✓ **Voting for software changes**
- ✓ **SNUG presentations and handouts (from shortly after the conference until December of that year)**
- ✓ **Discounted registration fee for the annual conference* in sunny Florida**
- ✓ **Quarterly Webinars sponsored by SNUG and presented by SCC's award-winning Educational Services team (free for SNUG attendees – one connection per attendee / special discounted price per connection for SNUG members)**

**(the SNUG Healthcare Information Technology Summit®)*



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SNUG Membership Fees (Per Company)

What you get for \$350.00 per Calendar Year:

After you go live, your first-year SNUG membership dues are provided compliments of SCC Soft Computer.

Membership in SNUG is open to all SCC Soft Computer clients. SCC recommends that clients refrain from joining SNUG until after their facility has gone live so their efforts will be focused on a successful implementation and timely Go-Live. Your implementation team and SCC account executive will be able to assist you in communicating with other SCC clients, if desired.

Benefits of SNUG membership:

✓ **Access to the SCC users (client) list server.**

The SCC-users list server is an open e-mail discussion forum intended to promote the free exchange of ideas and information between SCC-users. The SCC-users list server is an active discussion group. SNUG has made this resource available to all users—regardless of whether they are SNUG members—to give all users an opportunity to experience first-hand one of the unique benefits of SNUG membership. Free access to this resource is coming to an end for non-members. SCC users whose facilities are not SNUG members will be losing their access to the SCC-users list server effective January 1, 2012. This is just one more reason your facility can't afford NOT to join SNUG!

✓ **Member discount to the annual SNUG conference.**

The member rate is \$375, the non-member rate is \$1000.

The annual SNUG conference is simply a good value, offering professional training and career development at a very reasonable price. A single idea taken home from the conference could save your facility many times the cost of attendance. The annual SNUG conference provides the following:

- Exceptional educational opportunity
- Technical sessions
- Poster sessions
- Product demonstrations
- Hands-on product lab
- Earn free P.A.C.E.® credits on approved sessions
- Vendor Expo
- Networking opportunities
- Two professional keynote speakers
- SCC's "State of the Union"
- Annual SNUG business meeting
- Annual SNUG banquet
- Optional pre-conference workshops



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✓ **Participation in special interest groups (SIGs).**

SNUG members have the unparalleled opportunity to vote on the priority of future product enhancements. SCC actively works with the SNUG SIGs toward this goal. To target client needs, each SNUG SIG focuses on a single SCC application. Each SIG has its own eGroup listserv allowing for a 24/7 exchange. SIG listservs are exclusively for SNUG membership; SCC doesn't have access. And, SNUG members may join multiple SIGs. Currently, there are SIGs for the following topics: A/R, Blood Bank, Customer Support, HIPAA / Security, Outreach, Lab / QC, Microbiology, Pathology, Multisite, Workload.

Each SIG receives a certain number of programming hours, and SIG members vote on enhancement suggestions submitted by SIG members. Enhancements that receive the most votes are incorporated into future versions of the software.

SIG sessions are scheduled for Wednesday, May 23 during the 2012 conference. Each SIG session is presented by the SCC SIG moderator and the SNUG SIG moderator. During these SIG sessions, SIG members have an opportunity to review and vote on SCC software enhancement suggestions.

SNUG SIG members enjoy the following SIG benefits:

- The opportunity to vote on enhancement suggestions submitted to SCC for future versions.
- Direct input into the decisions affecting customizations and their prioritization.
- Access to the SNUG member listserv where questions and information regarding enhancement suggestions can be easily posted for a quick response from a variety of seasoned users.

✓ **Access to the SNUG presentations and handouts.**

Presentations and handouts from the current SNUG conference are available online until December of the conference year.

✓ **Discount on SNUG quarterly Webinar series.**

New benefit starting 2011! Introducing the SNUG quarterly Webinar series, brought to you by SCC's award-winning Educational Services team and sponsored by SNUG.

- Free for SNUG member sites that attend SNUG.
- \$149 per single connection for SNUG members.
- \$299 per single connection for non-members.



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Healthcare Information Technology Summit®

The first annual SNUG conference was held in 1993. An executive board made up of a few client volunteers was established in 1998 to govern the users group; the following year, SNUG incorporated as an independent entity.

Special interest groups (SIGs) were created to focus on issues ranging from specific products to users' wants and needs. In 2001, the annual conference evolved into an educational summit for healthcare information technology.

The annual SNUG conference is simply good value, offering professional training and career development at a reasonable price.



A single idea taken home from the conference could save your facility many times the cost of your attendance.

The SNUG annual conference is all about networking, training, and educational opportunities. In a time when many organizations are cutting back on training costs and are looking for ways to get the most for the money spent in every area, SNUG is a cost-effective professional education conference that can help users learn how to get the most from their SCC clinical information systems and maximize their LIS.

- To help provide users with the most current professional methods and technological advances in healthcare information technology related to SCC's clinical information systems, the annual SNUG conference offers nearly 100 breakout sessions presented by SNUG members and SCC staff, with topics covering multiple technical tracks, including SoftLab, SoftMic, SoftPath, Blood Services, and SoftA/R.
- During SIG sessions, SIG members have the opportunity to vote on the priority of future product enhancements that will help streamline their processes and improve workflow.
- A hands-on product lab runs each day of the conference, providing the opportunity for attendees to meet with members of SCC's programming and product development teams to discuss their specific product and environment questions.
- The conference also includes poster sessions presented by SNUG members and SCC staff, so attendees can meet one-on-one with their peers from other SCC client locations and discuss methodologies they use to enhance their usage of SCC's software applications and discuss best practices.
- A vendor expo features the most practical SCC add-ons and third-party programs and presents an opportunity for you to discuss these products with their developers and explore new ways to boost your facility's efficiency.
- There are five conference rooms where technical sessions, round-table discussions, seminars, and workshops run throughout the day.



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A complete and updated list of sessions for the current conference is posted on the SNUG Web site at <http://snuginonline.org/calendar.html>. Many of the most popular sessions are repeated during the conference to give everyone who wants to attend these sessions the opportunity to do so.

Even those who are unable to attend can benefit from the conference. The conference session presentations and handouts from the current conference are posted online and are provided free to all SNUG members through December.



Regional Users Groups (RUGs)

Do you want to be involved, but don't have time to get away for a week of training?

If distance and travel expenses are keeping you from attending the annual SNUG conference, the Regional Users Groups enable you to network and meet with your peers and fellow SCC users in your region, saving on travel costs and the time away from your facility.

In 2007, Regional Users Group meetings were held in Cleveland, Ohio; New York, New York; and Athens, Georgia. In October 2011, a Regional Users Group meeting was hosted by Akron Children's Hospital in Akron, Ohio. You can be involved!

SNUG RUGs ...

- ✓ Encourage member dialogues on techniques, approaches, and problem-solving.
- ✓ Keep members abreast of current concerns in SCC and SNUG.
- ✓ Communicate to SNUG the concerns that the RUG feels are important.



The Soft Network Users Group
1992 – 2012

*Two Decades
of Continuing Education*

Join the Celebration!

