

Fred Buhr, MSSW

From: Fred Buhr, MSSW [fredbuhr@metasteward.net]
Sent: Monday, September 06, 2010 8:13 PM
To: 'cmerritt@harmonyis.com'
Subject: Feedback

Attachments: LetterToHolmesHarmon.pdf; Kolodner030409.pdf;
CommentsToWiredBoard08202010 (2).pdf



LetterToHolmesHarmon.pdf (2 MB...
Kolodner030409.pdf (1 MB)
CommentsToWiredBoard08202010 (...)

Hello Carolyn,

Last month I responded to your request (which was forwarded to me by our senior center director) to provide candid feedback on Harmony's service. Because I'm sure that you will not be able to understand my comments on the survey without some background, I'm attaching copies of two letters along with copy of a recent public statement that I made.

The first letter is one I wrote to Tonya Harmon (former CEO of Harmony) and Rea Holmes (former Executive Assistant in the Wisconsin Department of Health Services) on June 30, 2008. The second is one I wrote to Dr. Robert Kolodner (former National Coordinator for Health Information Technology) and to several others on March 4, 2009. The date of my public statement is August 20, 2010. The last page of my public statement contains a current report of a run-time error on the host server that must go back to some of the original Synergy code.

I believe corrections to SAMS could have been made three years ago when I brought the situation to the attention of the Department of Health Services by quietly taking the system off line and fixing the problems. With the passage of time and the increased complexity brought about by merging SAMS and Beacon in Wisconsin and adding more states and other users while at the same time going forward with health information exchanges (HIE) on a nationwide basis, I cannot now imagine how all the problems can be resolved.

The documents I'm sending as well as other details of my efforts over the last three years to inform Wisconsin agencies of the need to take remedial action can be found on my website: <http://www.metasteward.net>.

Sincerely,

Fred Buhr

Fred Buhr, MSSW
Metasteward LLC

fredbuhr@metasteward.net

-----Original Message-----

From: Carolyn Merritt [mailto:cmerritt@harmonyis.com]
Sent: Friday, July 30, 2010 12:31 PM
To: Ingrid Thompson
Subject: Please send us your feedback.

Dear Harmony Customer,

As you may have read in the July Edition of the InHarmony newsletter, I am the new Vice President of Customer Care at Harmony Information Systems and am currently in the process of evaluating our ability to provide you with the best care and support possible.

Your voice and experiences are paramount to this endeavor.

I urge you to set aside 15 minutes to take this online survey

Your answers will help to improve our efforts to serve your needs and to support our combined goal of providing the best human services possible.

Your contributions are critical to our combined success.

Thank you in advance for taking the time to provide us with candid feedback.

Sincerely,

Carolyn Merritt
VP, Customer Care
Harmony Information Systems