

Testimony: Dane County Long Term Support Committee  
January 12, 2010

Good evening Chair Nichols and members of the Long Term Support Committee.

My name is Fred Buhr. I am a resident of McFarland and a volunteer data entry operator for the McFarland Senior Outreach Program. I am the founder of Metasteward LLC which is a volunteer member of the U.S. Healthcare Information Technology Standards Panel (HITSP). I participate on several committees including the Consumer Preferences Tiger Team which is reporting directly to the Office of the National Coordinator for Healthcare Information Technology (ONC). The consumer preferences team is providing advice to ONC relating to technical specifications for implementing consumer preferences in future healthcare information technology (HIT).

The foundational idea underlying consumer preferences is that consumers should be able to control access to their health care information in whole or in part. An illustration of this concept is that I should be able to restrict access to my psychiatric diagnosis to certain providers.

Working on technical specifications as a participant on HITSP teams allows me to understand the inner workings of software that would meet standards of best practices. It saddens me to say, that Dane County's administrative practices and current software provide the worst example in the nation of blatant disregard of consumer preferences.

The following attachments provide a visual summary of both Dane County's administrative practices and the software that it utilizes which, in my opinion, egregiously violate the privacy rights of all whose data is stored in AgingNetwork.com's data centers.

1. DETERMINE – Nutritional Risk Assessment Form
2. Social Assistance Management System (SAMS) - Summary Screen
3. Screen shots of AgingNetwork.com's host server directories
4. Information Flow Diagram – Wisconsin Long Term Care Infrastructure request for information (RFI)
5. Email from Tonya Harmon, CEO of Harmony Inc. denying that there were security or privacy issues even though they were visible and acknowledged by the SAMS administrator in Madison. Since I received Harmony's email prior to responses from DHS (that I had been waiting for since January 2008) and since it is one of the companies currently interested in the Long Term Care Infrastructure project, its relationship with DHS raises questions in my mind concerning the fairness and legality of the procurement process followed by DHS related to the infrastructure project.

Thank you. I'd be happy answer questions.

*The Warning Signs of poor nutritional health are often overlooked. Use this checklist to find out if you or someone you know is at nutritional risk.*

Read the statements below.

Circle the number in the yes column for those that apply to you.

For each yes answer, score the number in the box.

Total your nutritional score.

# DETERMINE YOUR NUTRITIONAL HEALTH

		YES
Q1 01	<b>I have an illness or condition that made me change the kind and/or amount of food I eat.</b>	<b>2</b>
Q1 02	<b>I eat fewer than 2 meals per day.</b>	<b>3</b>
Q1 03	<b>I eat few fruits or vegetables, or milk products.</b>	<b>2</b>
Q1 04	<b>I have 3 or more drinks of beer, liquor or wine almost every day.</b>	<b>2</b>
Q1 05	<b>I have tooth or mouth problems that make it hard for me to eat.</b>	<b>2</b>
Q1 06	<b>I don't always have enough money to buy the food I need.</b>	<b>4</b>
Q1 07	<b>I eat alone most of the time.</b>	<b>1</b>
Q1 08	<b>I take 3 or more different prescribed or over-the-counter drugs a day.</b>	<b>1</b>
Q1 09	<b>Without wanting to, I have lost or gained 10 pounds in the last 6 months.</b>	<b>2</b>
Q1 010	<b>I am not always physically able to shop, cook, and/or feed myself.</b>	<b>2</b>
	<b>TOTAL</b>	

## Total Your Nutritional Score. If it's –

**0–2**      **Good!** Recheck your nutritional score in 6 months.

**3–5**      **You are at moderate nutritional risk.**  
See what can be done to improve your eating habits and lifestyle. Your office on aging, senior nutrition program, senior citizens center or health department can help. Recheck your nutritional score in 3 months.

**6 or more**      **You are at high nutritional risk.**  
Bring this checklist the next time you see your doctor, dietitian or other qualified health or social service professional. Talk with them about any problems you may have. Ask for help to improve your nutritional health.

Remember that warning signs suggest risk, but do not represent diagnosis of any condition. Turn the page to learn more about the Warning Signs of poor nutritional

These materials have been adapted from the Nutrition Screening Initiative, a project of American Academy of Family Physicians, The American Dietetic Association and National Council on the Aging, Inc.

The Nutritional Screening Initiative, 2626 Pennsylvania Avenue, NW Suite 301, Washington, DC 20037. The Nutrition Screening Initiative is funded in part by a grant from Ross Laboratories, a division of Abbott Laboratories

The information you are being asked to provide is needed to determine if you are eligible to receive Older Americans Act Services and to comply with federal reporting requirements. This information will be stored in a secure electronic database and will not be used for any other purpose. Your information will not be shared with another agency without your permission. This information will not be sold to anyone. You have the right to review your electronic record and request changes to assure accuracy. You will not be denied most services if you refused to provide this information. If you have questions regarding this, please call the Area Agency on Aging of Dane County at 261-9700.

Social Assistance Management System - [McFarland (Training Case Only) - Consumer]

File Edit View Tools Window Help

Dashboard Consumers Activities & Referrals Rosters Routes Reports

Consumers McFarland (Training Case Only) - Consumer

Close Consumer Save Save and Close Status Wizard Print Summary Screen

McFarland (Training Case Only) 1327137392 Unknown Unknown

**McFarland (Training Case Only) (Not Indicated)**  
**(1327137392)** H. (608) 838-7117  
 AREA AGENCY ON AGING OF DANE COUNTY Primary Care Manager: (Not Assigned)

(Edit Notes)

Personal	Characteristics	Insurance
Social Sec. No.	Language English	Medicaid #
Date of Birth Unknown	Homebound No	Medicaid Policy#
Age Unknown	Frail No	Medicare #
Status: Reason: Not Indicated	Disabled No	Medical Assistance ID
Inactive Status Date: Not Indicated	Is Abused/ Neglected/ Exploited No	
AKA Name	<b>NAPIS</b>	<b>User Fields</b> (Add New)
Maiden Name	Ethnicity Unknown	Diagnosis1 (Edit)
Info Release? No	Is In Poverty Don't Know	Diagnosis2 (Edit)
Date Registered Unknown	Lives Alone Don't Know	Diagnosis3 (Edit)
Details Last Reviewed Unknown	High Nutritional Risk Don't Know	Diagnosis4 (Edit)
Marital Status Unknown	Is Rural Don't Know	Diagnosis5 (Edit)
Gender	Number of ADLs Not Assessed	lw1-Diabetes Don't Know (Edit)
County Dane	Number of IADLs Not Assessed	lw2-HeartDisease Don't Know (Edit)
Municipality Not Indicated		lw3-Hypertension Don't Know (Edit)
Primary Phone Number Not Indicated	<b>Current Providers</b> (Add New)	lw4-LungDisease Don't Know (Edit)

**Add User Field**

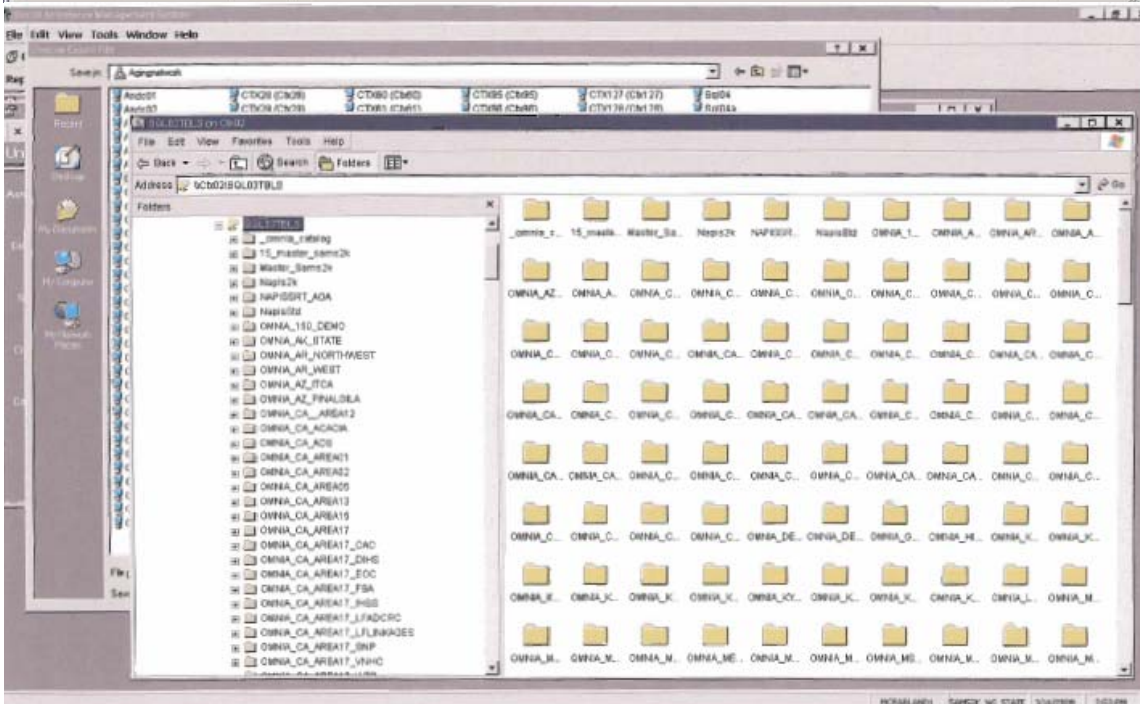
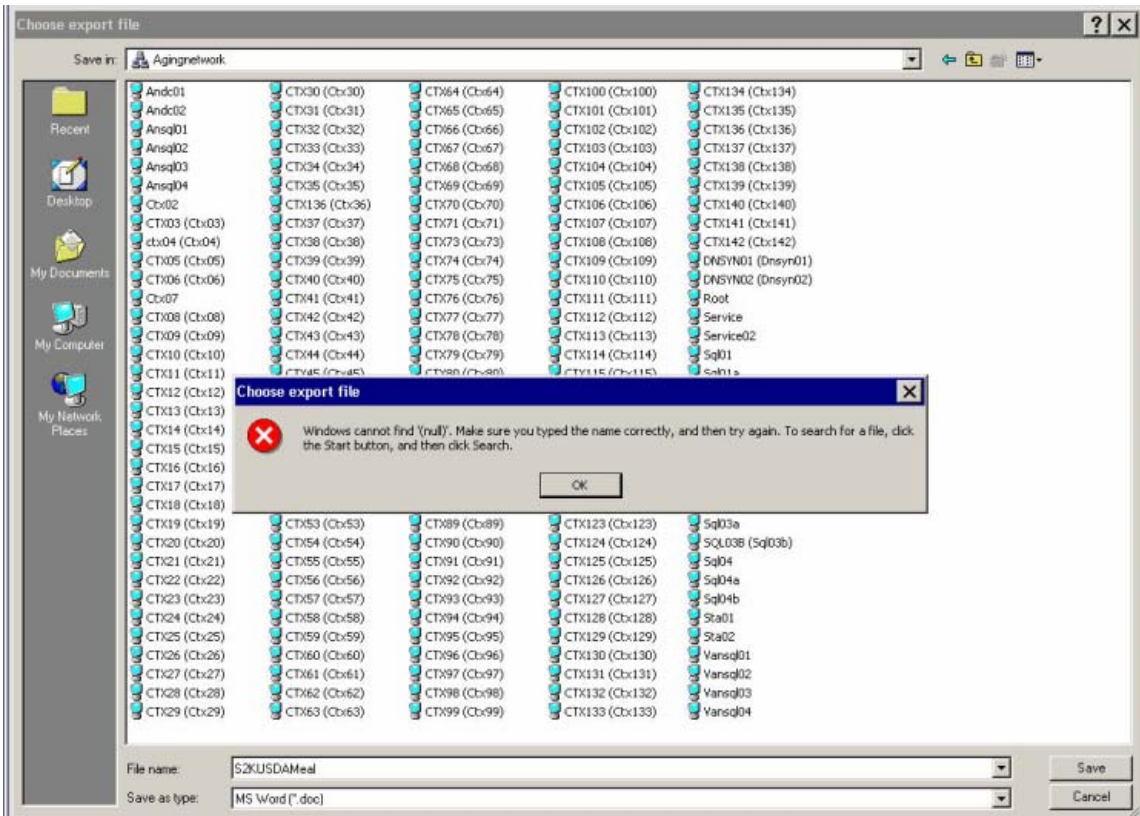
Details

User Field	lw5-Depression	OK
Prompt	lw5-Depression	Cancel
Value	Don't Know	

Don't Know  
 No  
 Yes

Summary  
Details  
Assessments  
Care Management  
Service Orders  
Service Delivery  
Activities & Ref...  
Consumer Journal  
Billing  
Routes

MCFARLAND1 SAMS2K\_WI\_STATE 11/15/2009 3:56 PM





Subject: Harmony  
Date: Wed, 7 May 2008 11:20:29 -0400  
From: "Tonya Harmon" <tharmon@harmonyis.com>  
To: <fredbuhr@merr.com>

Mr. Behr,

It has come to my attention that you continue to raise security concerns about our software to our customer, the State of Wisconsin, and to the media. I am surprised that you continue to have concerns given the repeated assurances you have received directly from our customer that these issues have been reviewed and addressed as appropriate.

Here at Harmony, we take the security of our software very seriously. If you have a concern about a particular security issue that you believe still exists, I would greatly appreciate that you contact me directly. To date, our company has never heard directly from you about any security issue. If you feel that your concerns have not been heard or addressed, I would be pleased to discuss them with you.

I am concerned, however, that you have some misinformation about our systems. I would like to address some specific factual inaccuracies in your latest email to our customer:

\* Contrary to your assertion in your email to our client, Agingnetwork.com runs on Windows 2003, and has since its inception. At no time has it run on Windows 2000. It appears that your security concerns are based on an assumption about our operating system that is not correct. Since you stated in your email that had the system been running on Windows 2003 it would have been secure, I hope you now understand that it has been and is secure.

\* You seem to be concerned that your concerns were not taken seriously. Let me assure you, that when your security queries were brought to the attention of the State, they quickly brought them to our attention, where they were treated very seriously. We understand that the State directly contacted you to assure you that the issues had been reviewed and addressed.

I would also ask you to be very careful as to what information you publicly disclose. Information that you may have had access to as an employee of the State of Wisconsin may be confidential information of the State or of Harmony and you likely have confidentiality obligations regarding such information. We would also request that any statements that you do make about the Harmony system, be factually accurate. To date, they have not, and Harmony can not continue to allow such statements to go unchallenged.

We all want to make sure that Harmony software is secure. We believe it is, but to the extent you have factually accurate reasons to believe it is not, we are happy to hear from you. We are always assessing our systems to make sure that our security is where it needs to be to protect our client's information.

Regards,

Tonya Harmon

Tonya Harmon | CEO  
P. 703.674.5101 | M. 703.628.3101 | Harmony  
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