



### What is SNUG?

The Soft Network Users Group, Inc. was established to promote the free exchange of ideas and suggestions, relating to the applications of SCC Soft Computer 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. Now an independent users group, SNUG has provided a powerful voice to represent what SCC users need and want from their laboratory information systems.

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

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

SNUG membership enhances usage of SCC's clinical information systems. Access to this active group 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 investment.

### For an annual fee of \$350 *paid directly to SNUG, Inc.*, SNUG provides:

-  The ability to e-communicate via the list server for client discussions
-  Access to a strong network of users who are well versed in SCC applications
-  Support from a dedicated group of users who share a common goal
-  Special interest groups (SIGs) for each SCC product and a vote on software changes
-  A unified voice with SCC on issues impacting your organization
-  An opportunity to develop valuable contacts with SCC users and staff
-  Downloadable SNUG presentations and handouts
-  Webinars sponsored by SNUG and hosted by SCC's award-winning Educational Services team (one **FREE** connection per client for SNUG members)
-  Substantial discount on registration fee for the annual conference, meeting, and expo (*the SNUG Healthcare Information Technology Summit®*) in sunny Florida

## What do I really get for \$350 per Calendar Year?

The benefits of SNUG membership are priceless. In addition to being a member of an active, independent users group, you get these benefits for only \$350 per calendar year.

### E-COMMUNICATE

SNUG membership gives you access to the exclusive SNUG listservs, which provide you the ability to link up with and stay connected to other industry professionals throughout the year with eGroups (SIG listservs), e-mail blasts, and Web links, including a SNUG members only online forum.

You also get access to the SCC-users (client) list server, 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 for SNUG members only. This unique benefit of SNUG membership is just one more reason you can't afford NOT to join SNUG!

And, as a SNUG member, we welcome you to join us on LinkedIn!



### SPECIAL INTEREST GROUPS (SIGs)

SNUG special interest groups are an important part of SNUG and contribute to SCC product development. To target your needs, SIGs focus on a single SCC product. There are SNUG SIGs for **LAB / QC, MICROBIOLOGY, PATHOLOGY, MULTISITE, WORKLOAD, A/R, BLOOD BANK, CUSTOMER SUPPORT, HIPAA / SECURITY, and OUTREACH.**

Each SIG has its own eGroup listserv allowing for a 24/7 exchange. SIG listservs provide an open forum for members to discuss proposed enhancements to existing products. Members may join multiple SIGs based on their site's SCC product base.

**INFLUENCE PRODUCT DEVELOPMENT!** SIG members have the unparalleled opportunity to vote on the priority of future product enhancements. SCC actively works with the SIGs towards this goal. 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 Thursday during the annual SNUG 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.

### FORUMS

You can participate in SNUG Online Forums to post questions or start and participate in discussions in the area that interests you the most. There are discussion forums for all SCC applications as well as a General Discussion forum and a Job Posting forum. This is a great alternative for clients who choose to opt out of e-mail blasts.

### NETWORKING

A user network can be invaluable. The key to effective business networking is the establishment of a mutually beneficial relationship, whether you have a question about new legislation, best practices, or industry standards. The best networking groups operate as exchanges of business information, ideas, and support; your SNUG connections just might make the difference.

### OPPORTUNITY TO EARN P.A.C.E.<sup>®</sup> CEUs

Earn free CEUs, and keep up your P.A.C.E. (Professional Acknowledgement for Continuing Education) certification through selected annual conference sessions.

Many of the presentations given at SNUG are approved to receive P.A.C.E. credit in the form of contact hours. Details will be included in the SNUG annual conference program.

*SNUG membership is open to all SCC Soft Computer clients.*

*SCC recommends that clients refrain from joining SNUG until after they have gone live so their efforts will be focused on a successful implementation and a timely Go-Live.*

*Your implementation team and SCC Account Executive will be able to assist you in communicating with other SCC clients, if desired.*

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

## EXECUTIVE COMMITTEE

Attend the annual business meeting at the SNUG conference and vote for the committee members who will represent you and influence SCC. *Increase your involvement and become a committee member yourself!*

## FREE SNUG WEBINAR SERIES

Now in its sixth year, the SNUG Webinar series is sponsored by Soft Network Users Group and is hosted by SCC Soft Computer's award-winning Educational Services team.

Starting with its debut in 2011—and for the next several years, a “single connection” to the SNUG Webinar series was free for SNUG conference attendees; SNUG members who didn't attend the conference received a substantial discount. Starting in 2015, SNUG began offering *the SNUG Webinar Series FREE to ALL SNUG members* as part of their membership.

Join SNUG – or renew your membership – and receive this benefit!

## ACCESS TO REGIONAL USER GROUPS (RUGs)

Regional Users Groups enable you to network and meet with SCC users in your region, saving on travel costs and the time away from your facility.

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 RUGs feel are important.

## MEMBER DISCOUNTS FOR ANNUAL CONFERENCE AND TRAINING

SNUG's annual conference, the *SNUG Healthcare Information Technology Summit*, is the best way to learn from fellow users as well as SCC instructors and product developers.

Sessions range from hands-on training to roundtable discussions to networking events. The member rate is \$425 per attendee; the non-member rate is \$1,000 per attendee.

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
- Optional pre-conference workshops
- SCC's “State of the Union”
- Professional keynote speaker
- Technical sessions
- Opportunity to earn free P.A.C.E.® credits on approved sessions
- Poster sessions
- Product demonstrations
- Hands-on product lab
- Vendor Expo and reception
- Networking opportunities
- Annual SNUG business meeting
- SCC's annual SNUG appreciation banquet



## ACCESS TO SNUG PRESENTATIONS AND HANDOUTS

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

## An Unparalleled Value

You get all the benefits of membership AND the conference for less than the price of a non-member fee to the conference alone. *Keep in mind that one good tip from the users group can repay your membership fee many times over!*

*"I have been lucky enough to attend the SNUG conference almost every year. I always come back with a lot of new information – information that is very useful to our LIS team and/or laboratory staff. Every year I learn or hear something that makes me say 'well, that piece of information alone was worth the cost of the conference' and it's funny, because I hear others saying the same thing!"*

Jayne Osborn, MT (ASCP)  
LIS Manager  
Akron Children's Hospital  
Current SNUG Board Member  
2006/2007 SNUG President



## Tell me more about SNUG's Healthcare Information Technology Summit®

The first annual SNUG conference was held in 1993. In 2001, SCC's award-winning Educational Services team took the reins of hosting the annual conference, and the focus evolved into an educational summit for healthcare information technology.

The SNUG annual conference is all about networking, training, and educational opportunities. At 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, roundtable discussions, and product demos presented by SNUG members, SCC staff, and SNUG Platinum vendors, with topics covering multiple technical tracks, including LIS Admin, Laboratory, Blood Bank, and Professional Development—with sessions presented by both SNUG members and SCC's staff of subject matter experts and product developers.
- There are multiple conference rooms where technical sessions, round-table discussions, seminars, and workshops run throughout the day. 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.
- Poster sessions presented by SNUG members and SCC staff enable attendees to meet one-on-one with their peers from other SCC client locations to discuss best practices and methodologies they use to enhance their usage of SCC's software applications.
- During SIG sessions, members have the opportunity to vote on the priority of future product enhancements to 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.
- A vendor expo features the most practical SCC add-ons and third-party programs. You'll have an opportunity to discuss these products with vendor reps and explore new ways to boost your facility's efficiency. Hospitality suites hosted by the Platinum vendors on Monday evening and the Vendor reception on Tuesday evening provide additional opportunities for you to meet with SNUG vendors during the conference.
- The annual SNUG business meeting (for members only) is held on Wednesday morning. Vote on your new executive board, hear about the SNUG operating budget, discuss venues for upcoming annual conferences, network with fellow SNUG members, and maybe even win fabulous prizes.
- Meeting rooms are available for one-on-one meetings with your SCC Account Executive and other SCC staff, and luncheons give you another opportunity to meet in a relaxed setting with your SCC support team.
- In 2017, we're celebrating our 25<sup>th</sup> anniversary with a retrofuturist vibe and reflecting on how far we've come in a quarter century. Mark your calendar for **SNUG 2017: BLAST FROM THE PAST | REMEMBERING THE FUTURE**, May 21<sup>st</sup> – 25<sup>th</sup> at the spectacular Sheraton Sand Key Resort on Clearwater Beach. Information will be coming soon! Visit [www.snuginonline.org](http://www.snuginonline.org) for details and updates.

### Join TODAY!

Don't delay! Join SNUG (or renew your membership) today and connect with other users now.

- ➔ For more information about SNUG membership enrollment or renewal, please contact SNUG's registrar at [SNUG@theLINKevents.com](mailto:SNUG@theLINKevents.com).
- ➔ For more information about the Soft Network Users Group or the annual conference and meeting, please visit our website at [www.snuginonline.org](http://www.snuginonline.org) or e-mail SNUG President, Corbin Ellsaesser at [CEllsaesser@christianacare.org](mailto:CEllsaesser@christianacare.org).