

The 411 @ STC

HIGHLIGHTS

- In October 2018, STC sent two employees (Athens Graves and Janiesca Presley) on the The Healing Hands Foundation (THHF) visit to Guatemala to provide surgical and medical care for people in the southwestern region. During the five days of service, the medical team performed 101 procedures on 83 patients, ranging in age from four months to 82 years.
- We have officially launched our new ImzScore analytics platform! Next, we are looking to give our customers direct access to the analytics. It's exciting to know we will finally be accessing the information that runs through our pipelines and organizing it in a meaningful, actionable way!
- We are excited to announce that Louisiana officially went live with Tier 1 Help Desk services on December 6, 2018! This is an extension of STC's existing relationship with Louisiana and will allow us to be on the front line for provider/consumer questions and issues. We have worked closely with Louisiana staff to define the scope for the Help Desk, which will result in Tier 1 tackling the bulk of provider questions and only escalating the out-of-scope items to LA.
- The STC Public Health Services Team is working in coordination with AIM, AIRA, AAP and AAFP on a CDC-sponsored collaborative project to establish a community of practice, provide individualized technical assistance, and support the efforts of seven awardees to improve provider participation in their IIS. This project will help develop best practices for improving IIS provider participation nationally. Stay tuned for updates and developments as this exciting project proceeds.

NEW HIRES

- 10/29 Lorie Canez - Service Desk Support Analyst I
- 11/05 Curtis McKee - Service Desk Support Analyst I
- 11/14 Van Smith - DevOps Engineer I
- 01/07 Clay Rogers - Senior Software Engineer
- 01/07 James Martin - National Sales Manager
- 01/07 Rob Holden - Service Desk Support Analyst I
- 01/07 Joe Kelly - Director of Software Engineering
- 01/07 Belinda Baker - Manager Strategic Partnerships & Public Sector Accounts

UPCOMING EVENTS

- **30 for 2030 Innovation in Immunization Summit**
@ The 411, Feb. 4-5. Contact Mike Popovich for more info
- **HIMSS Interoperability Showcase**
Feb 11-15, Las Vegas, NV
- **Data Quality Summit at the 411**
Feb 11-15, 2019. Contact Tiffany Dent for more info
- **National Community Pharmacy Association Conference**
Feb. 27 - Mar. 2, Clearwater, FL

