



Central Kansas *Sun*

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Feature Article

When Disaster Strikes, Will Your Vital Records Be Safe?

By Cadence Group



No one knows for sure how many medical, legal, financial, and personal records were swept away by Hurricane Katrina. Consider the grim picture painted by news stories of what happened when there was no safe storage, backup, or recovery plan for vital records in the following professional and personal settings.

Medical Records

Close to a million people displaced by Hurricane Katrina now lack medical records, making it difficult for clinicians working in disaster medical centers to treat them. With paper records destroyed or unavailable, doctors have no idea what drugs or treatments Katrina evacuees should be taking.

Legal Records

An estimated 5,000 to 6,000 lawyers (one-third of all lawyers in Louisiana) have lost their offices, libraries, computers, client files and clients who are now scattered across the U.S.

Additionally, the Louisiana State Supreme Court, the 5th Circuit Court of Appeals building, the New Orleans city and district courts in as many as eight parishes/counties plus three circuit courts and law enforcement offices in those areas, as well as Louisiana state bar offices and the state disciplinary offices were all under some level of water and all had evidence ruined. Because most legal files are kept in basements or lower floors of courthouses, only a few feet of standing water can ruin this evidence.

Business Records

Throughout the Gulf Coast, small business owners are facing the enormous task of putting their companies back together including reconstructing lost or ruined business records. Owners who didn't have their records backed up at a remote location or who were unable to take their books with them will have to pull together as much information as they can find. In the short term, they will need this data to apply for Small Business Administration disaster loans. In the long term, they will need those records for tax returns and any future financing sought. *(Continued on page 6)*

ARMA-CK would like to hear from you! Please follow the link below to take an anonymous survey.

[ARMA-CK Survey](#)

Your feedback is appreciated!

"When nothing is sure, everything is possible."

-Margaret Drabble

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President's Message

By Laurie Carpenter, CRM

It's hard to believe the summer's just about over and it's almost time to start off our new Central Kansas ARMA year! To look back on last year, we had an amazing first year. We began by re-creating the then dormant Central Kansas Chapter. Our charter was signed with a little over 20 members.

By the end of the year, we held four seminars, one full day seminar with multiple tracks and saw over 155 attendees at our meetings! We held a service project, raised money to establish a chapter scholarship fund, we were able to start to build our funds for the chapter and finished the year with 31 members. These are remarkable accomplishments for our first year!

The board has been hard at work over the summer. The ideas are flowing to develop a palette of timely and educational programs for the year and we're investigating new meeting locations. [Your input on program topics is needed!](#)

We have re-organized the volunteer positions to better meet the needs of our members. Below is a list of our new officers and volunteers.

Contact	Position	Phone
Laurie Carpenter	President	316-828-8584
Jim Mullen	Vice President	316-526-0069
Peggy Nikkel	Secretary	620-662-6769 ext. 214
Debbie Stovall	Treasurer	316-744-6411
Jaclyn McCaleb	Publicity Chair	316-268-7927
Abbe Murdock	Membership Chair	316-305-8284
Monika Stonehocker	Arrangements Coordinator	316-749-4416
Mike Schnier	Webmaster	316-828-8854

We're still looking for a Program Chair, Newsletter Editor and committee members to assist our Program, Publicity and Membership Chairs. Volunteering creates a unique opportunity to hone leadership skills and network with other records management folks in the area. It's often possible to carry out the tasks during your lunch hour, or outside of work hours if that's more convenient. If you're interested, please feel free to contact the committee chair or any board member.

We look forward to seeing you on September 11th for our first meeting! Don't forget about ARMA's conference in Baltimore October 7-10, 2007. It should be a great opportunity to get into the plus of Records & Information Management.

Laurie

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Board of Directors

[Laurie Carpenter](#)

President
316.828.8584

[Jim Mullen](#)

Vice President
316.526.0069

[Peggy Nikkel](#)

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Calendar of Events

Tues., September 11, 2007

Central Kansas Chapter Meeting

11:15am – 1:00pm

Kansas Aviation Museum

3350 S. George Washington Blvd., Wichita

[Map](#)

Topic: When It Isn't Business As Usual

Presented by Linda DeTienne, [NCRI – National Catastrophe Restoration, Inc.](#)

11:15am-11:30am Registration

11:30am-12:00pm Lunch

12:00pm-1:00pm Program

As all of us in Kansas can attest this year, disasters happen! If you do not have a disaster plan in place, you have effectively planned for disaster.

According to the Small Business Administration, two out of five small businesses who suffer a disaster will not reopen their doors. Of those that do reopen, one of them will go out of business within two years. Linda DeTienne, Vice President with NCRI – National Catastrophe Restoration, Inc., will share some insight on disaster preparedness and NCRI's disaster experiences from hurricanes, flooding, fires, tornadoes and more.

Menu

Entrees:

Meat Lasagna

Garlic Herb Pasta with Grilled Vegetables and Chicken

Sides:

Parmesan Scalloped Potatoes

Sautéed Green Beans

REGISTER TODAY! Deadline to register is Tues., September 4, 2007

[Register for meeting and pay via cash/check](#)

[Register for meeting and pay via credit card/PayPal](#)

September 18, 2007

RACO West 2007 - RM and IT: Building the Digital Future

Kansas City, MO

[More info](#)

Calendar continued on next page...

Calendar continued...

September 27 & 28, 2007

Seminar - Establishing and Managing Successful Records Management
by Dr. Mark Langemo

Wichita, KS

More Info:

<http://www.cmd.wichita.edu/>

October 7-10, 2007

ARMA International Conference & Expo

Baltimore, MD

[Conference Info](#)

Tues., November 13, 2007

Central Kansas Chapter Meeting

11:15a - 1:00p - Location TBD

Topic: Data Privacy

by Don Martens, The Boeing Company

More details to come!

ARMA-CK News

Chapter Meeting – May 8, 2007

Our last and final chapter meeting for the 2006-2007 chapter year was a success. Lonnie Mueller with Horizons Consulting, Inc. presented at the meeting on the aspects of SharePoint 2007.

The Central Kansas Chapter also held it's annual meeting and Laurie Carpenter was announced as our newly elected President for the 2007-2008 chapter year. Other officers elected were Jim Mullen, Vice President; Debbie Stovall, Treasurer; and Peggy Nikkel, Secretary. Congratulations to all!



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Job Posting –Source One Management, Inc.

Project Manager

Source One Management, Inc. is seeking an experienced manager to provide leadership and direction for a broad range of services provided to GE Aviation in Arkansas City, KS. For more details and to apply, visit www.sourceone.com select "Job Openings." Or [click here](#).

Source One Management, Inc. is an Equal Opportunity/Affirmative Action Employer

Membership Information

Membership Options	Annual Fee
Central Kansas Chapter and ARMA International	\$210
ARMA International Only	\$175
ARMA-CK Student Membership	\$10



Join on-line through ARMA International!

<http://www.arma.org/join/apply.cfm>

If you are already an ARMA member and want to join the chapter prior to your annual renewal, please contact our Membership Chair, Abbe Murdock, at (316) 305-8286 for pro-rated membership rates.

Advertising Rates

The Central Kansas Chapter of ARMA International has excellent advertising opportunities, the chart below outlines the pricing structure. To advertise in the newsletter or for more information, please email [Jaclyn McCaleb](mailto:Jaclyn.McCaleb), or call 316.268.7927.

Full Page (Platinum)	\$250/yr
1/2 Page (Gold)	\$150/yr
1/4 Page (Silver)	\$100/yr
1/8 Page (Bronze)	\$50/yr

[Unsubscribe](#)

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Feature Article...
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Banking Records

Financial institutions may have fared the best in terms of records protection, as they are required to have extensive contingency plans for all types of disruptions to operations, including natural disasters. Thus, banks and other financial institutions should have backup systems of records and other built-in duplications housed in safe locations so that financial records can be reconstructed and restored.

Family Records

The destruction caused by Hurricane Katrina may be the biggest single loss of family records ever to take place in the United States. Some of the more fortunate families may have had backup documents kept with relatives or friends outside the area, or in safe deposits boxes that may have survived even if not yet accessible.

However, many families will have to reconstruct their financial lives. After the family's living situation is stabilized, experts advise seeking the help of government, employers, banks, relatives, and friends in putting their financial houses back in order.

The Case for E-Records

The lasting effects of Hurricane Katrina powerfully demonstrate the need for electronic records. There's already a working case in point in the healthcare industry. Even though the New Orleans VA Medical Center flooded, electronic medical records for 50,000 patients of that hospital and surrounding veterans' outpatient clinics survived and are now available to any VA physician at any VA hospital nationwide.

On September 1, a Department of Veterans Affairs computer specialist was flown from New Orleans carrying backup tapes of all the records, which had been re-entered into computers in Houston by the next night. "It took the VA about 100 hours to transfer electronic health records for all its patients in the South, while it will take thousands of hours for the private sector to reconstitute paper medical records," said Francois de Brantes, health care initiatives program leader for General Electric's Corporate Health Care and Medical Services.

"We've learned a lot about what we lack as a nation with the Katrina disaster – we lack the essentials," Daniel Martich, a doctor who heads up the electronic medical records initiative at the University of Pittsburgh Medical Center, told attendees of the recent *Information Week* Fall Conference. Among those essentials, Martich says, are electronic lists of the medications, allergies, and immunizations that would help emergency medical personnel provide more rapid treatment during a crisis.

Better records would also help save \$300 billion a year now lost to errors, misdiagnosis, and unnecessary duplication of tests resulting from inadequate access to information as stated by Leslie McCombs, the University of Pittsburgh Medical Center's senior director of special projects. In comparison,

the healthcare industries of Canada and England are 12 to 18 months ahead of the United States in implementing electronic records keeping, and they continue to make progress on reducing that waste, according to Dan Drawbaugh, CIO for the Pittsburgh Medical Center.

What You Can Do To Be Prepared

It doesn't take a hurricane to destroy your records. It can be a fire, flood, or broken pipes. You can also lose vital records when someone destroys the wrong records or purges them too soon. But, you can take steps today to protect your critical business, medical and legal records from a catastrophic loss. Here are ten things you can do immediately.

1. **Get a professional needs assessment.** Don't spend a penny on hardware or software solutions until you get an objective needs assessment of your current records processes from an unbiased records management (RM) consulting firm. The firm will focus on identifying areas of risk associated with records in all formats and recommend actions to reduce those risks. The consulting firm will also make recommendations for the following:

- Increasing access to information
- Controlling the growth of materials taking up valuable office space
- Reducing operating costs
- Minimizing litigation risks
- Safeguarding vital information
- Supporting better management decision making
- Ensuring regulatory compliance

2. **Move critical records to offsite storage.** Start cataloging and organizing your records and move the ones not needed for day-to-day operations to offsite storage facilities. You may need the help of a records manager to properly identify and store these records.

3. **Consider digital storage formats.** Look into the feasibility and cost of converting vital records to digital format. Again, you may need the advice of a records management professional.

4. **Create retention schedules.** Set up records retention schedules that comply with industry best practices as well as federal and state regulations.

5. **Choose storage locations wisely.** Never store records in a basement or attic. Select a secure offsite storage facility where your records will be safe.

6. **Prevent water and heat damage.** Do not store records near water pipes or air conditioning. Never store records near a heat source.

7. **Control the climate.** The ideal climate for records storage is between 65 and 70 degrees F and 55 percent relative humidity.

8. **Avoid light damage.** Store records away from natural and ultraviolet light sources. Paper is fragile and can easily be damaged by light, heat, and moisture in the air.

9. **Stay away from adhesives.** Do not use scotch tape or any commercial non-archival adhesive tape on paper records. You may use special adhesive strips to repair holes and tears in paper. Remove paper clips and staples and unfold any creases in paper records before storing them.

10. **Back up computer files.** Establish a schedule for backing up critical computer files frequently and all files periodically. Consult best practices in your industry for recommended frequencies. Store backup files in a secure offsite facility.

Conclusion

Records management is not a glamorous topic, and until the overwhelming destruction of Hurricane Katrina occurred, most businesspeople never even thought about their records management needs. Recent events have put a spotlight on the problems and heartache caused by not protecting your vital records from damage and loss.

Every business or program must set well-defined objectives for records management that will add value to the bottom line or toward the achievement of the organization's goals and objectives. Start today to safeguard the records that are vital to your organization's survival. ◇

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