



May 24, 2002
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Dear Colleague:

Welcome to Patient Flow Analysis (PFA) version 2.0, a tool designed for use in planning and evaluating clinic operations. This instructional letter details installation of the PFA software and updates you on other related issues.

First, information about our remedy for PFA 2.0's so-called Y2K bug, discovered in late 1999: The current version of PFA is bug-free, but now produces a rather idiosyncratic output with regard to its referencing the study year. Programming difficulties and time constraints forced us to accept less than the ideal. Consequently, unless you have access to Epson's, Okidata's, or Panasonic's color dot-matrix printers (the only printers for which we can offer non-standard, "non-generic" printer drivers), then all references to the year you conduct your PFA studies will begin with "19" (for example, the graph and the statistical tables for the first study you do this year will show the year as "1900"). For those with any of these 3 printers, the graph alone will correctly display the study year. Should you have any questions about this issue, please contact me.

Introduction to Installation:

For users of *Windows 95, 98, and 2000 operating systems*, the PFA 2.0 installation procedures are now quite similar to those used for most windows-compatible applications. If you have received PFA 2.0 *on diskette*, please follow the directions shown below under "Installation FOR Windows 95, 98, and 2000 USERS."

But, to download PFA 2.0 from the Division of Reproductive Health's Scientific and Technical Assistance webpage (http://www.cdc.gov/nccdphp/drh/sata_pfa_ssd.htm), please do the following:

1. Click on [PFA software \(DOS version\) zipped 946 KB](#);
2. Click "OK" in the File Download pop-up window;
3. In the "Save-As" window, click "Save" to download to the drive of your choice, including your "PFA" folder (or directory);
4. Next, follow the directions below under "Installation FOR Windows 95, 98, and 2000 USERS."

DOS users (that is, those not running Windows) and *Windows 3.1* users, should instead follow DOS installation described further below. But, they should follow the Printer Set-up described for Windows 95, etc.

Users of Windows ME, please note: As PFA 2.0 is a 16-bit program, it will not run on Windows ME operating systems that do not have DOS-enabling patches installed (few ME operating systems have this). Until CDC issues its WinPFA (during the next 6 months), I encourage these users to arrange temporary use of computers with any of the above-listed operating systems.

Installation FOR Windows 95, 98, and 2000 USERS:

Follow this 3-step process: Installation, Configuring, and Printer Set-up. *But, before proceeding, please:*

- *First, consult with your computer-support staff, before attempting any installation.*
- *Second, if these procedures do not successfully install PFA, request our direct technical assistance.*

To install PFA 2.0, please follow these steps:

1. From your Windows desktop, select (click) "START"; then select "Run";
2. At the "Run" window, enter the drive where you have placed the PFA installation software (probably drive A:); select "Open";
3. At the "A: Drive" window, double-click the file shown, "Install.exe"
4. Next, within the "WinZip Self-Extractor" window, notice "c:\pfa" in the small window next to the "Browse" button; "c:" is the default drive and "pfa" the default folder where you may choose to install PFA.
5. Keep "c:\pfa" as your PFA drive and folder or enter a different drive and folder;
6. Next, select "Unzip" to proceed with installation;
7. A "WinZip Self-Extractor" dialogue box displays the note "64 files have unzipped successfully"; select "OK";
8. From the "WinZip Self-Extractor" window; select "Close";
9. Finally, close the Control Panel window by double-clicking the icon on the upper-left corner or single-clicking the "X" on the upper-right.

You have now installed PFA. Next, you will want to create a PFA short-cut (that is, a desk-top icon) and also configure PFA to run efficiently under Windows. Please follow these steps:

Creating a Short-Cut for Windows 95, 98, and 2000

1. From your Windows' desktop, right-click on any vacant space, accessing a drop-down menu. From the menu, highlight and select "New"; then highlight and select "Shortcut"; next, select "Browse";
2. From the "Browse" window, click the – at the right-hand side of the small "Look in" window at the top of the screen; click to highlight and select the drive where you just installed PFA; notice that your "PFA" folder (either "PFA" or the folder-name you chose) now displays in the larger window below;
3. Next, if necessary, slide the movable selection bar at the bottom of the screen to display the folder where you installed PFA; then, highlight and select (double-click) that folder. (Remember that the default drive and folder is c:\pfa);
4. Then, select (double-click) "PFA.bat" (this file may be named, "PFA");
5. Now, select "Next"; then either accept the name appearing in the "Select a name for the shortcut" window or rename it. Again, select "Next";
6. Next, highlight and select the icon for PFA you wish to see displayed on your Windows' desktop, then, select "Finish";

Configuring PFA for Windows 95 and 98

1. Again, from your Windows desktop, use your right-mouse to highlight and select the PFA shortcut you just selected; select "Properties" from the drop-down list;
2. Next, from the "PFA.bat Properties" window, select the "Program" tab;
3. Then, click to check "Close on Exit"; again click to select "Advanced"; then check "Prevent MS DOS based programs from detecting Windows"; and select "OK";
4. Now, from within the "Conventional Memory" box, select the "Memory" tab; select "Protected" and, in the "Initial Environment" window, select "1024" from the drop-down menu; finally, select "OK."

And Configuring PFA for Windows 2000

1. Right-click your newly created PFA desktop shortcut;
2. From the pop-up menu, click "Properties";
3. Next, from the "Properties" window, select the "Option" tab;
4. Under "Display Options," click "Full Screen" (from the default "Window" option);
5. Click "Apply" and click "OK," returning you to your Windows desktop.

You have now completed the Installation, Shortcut and Configuration steps. To run PFA, from your desktop, double-click your new PFA shortcut.

Printer Set-up:

As with the software installation, please involve your computer-support staff with setting up printing for PFA. An additional resource, possibly more difficult to secure for some users, is a dot-matrix printer. As the graph for most new PFA users is more easily understandable than PFA's other generated output, the statistical tables, choice of a printer that can faithfully reproduce the graph is critical: The graph's unusual format challenges most printers except dot-matrix ones. Consequently, a dot-matrix printer is the only one I can recommend for PFA's generated reports. Admittedly, some users in the field have reported obtaining very satisfactory output with more contemporary laser printers, but, generally, the output is poor.

More critical information about printer set-up:

- T PFA's standard printer driver (coming with the software) is for non-color Epson-language-compatible dot-matrix printers.
- T The standard driver for color printers is for the Epson 850 and 2550 printers.

- T The only other color printers for which CDC offers printer drivers are the Okidata 590/591/395C and the Panasonic PKX-2135; these drivers also come with the PFA software.
- T To replace the Epson color driver with the driver for either the Okidata or Panasonic printer is a 1-step operation: Using DOS or your Windows file manager, replace *without re-naming* PFA's "Hp.exe" file with "Okidata.exe" (for the Okidata color dot-matrix printer) or "Pana.exe" (for the Panasonic).
- T If your computer is in a LAN and you use a networked printer, then consider identifying one printer for DOS programs (including PFA) and a separate printer for Windows programs.
- T **Special note about Windows 2000:** Users may observe, after attempting to print various of the outputs, that the error message "FCB Unavailable" presents. If so, then the user will need to make arrangements for adding a line of code to their computer's "config.nt" file. Before proceeding, users should consult with their computer support staff. Add the line: "FCBS=8"; additionally, in order for this change to have effect, the user will likely need to reboot.

FOR DOS USERS:

Below, you will find the routine DOS installation procedure as well as an alternative DOS installation procedure (to be used only if the routine DOS installation appears not to work). Both require your using DOS commands. Alternatively, if you are running Windows 3.1 and you have access to a file manager program, you may be able to use the file manager to effect installation of PFA to follow the steps below:

Routine DOS Installation:

1. Change the "prompt" to the drive where you inserted the PFA diskette (for most users, this is their "A:" drive).
2. Type: "PFAINST" and follow PFA's on-screen instructions. The final instructional step covers your computer's **CONFIG.SYS** file; be sure that "buffers" is set to at least 40 and "files" to at least 20. (Do not do this without you're your computer-support staff.)
3. PFA is now loaded. To access the PFA program, start at the drive where you installed the software (probably your "C:" drive), first type: "CD\ PFA" or "CD [space]PFA" to get into the PFA sub-directory which PFAINST created, then type: "PFA" to run the PFA program.

Alternative DOS Installation:

1. Change the "prompt" to the drive where you have inserted the PFA diskette (probably your "A:" drive).
2. Create a directory named "PFA" under C:. To do this, at the C: prompt, type the command "MD [space] PFA" then key "ENTER." Next type "A:" then key "ENTER." You are now at the A: prompt.
3. Next type the command "COPY [space] *.* [space]C:\PFA, then key "ENTER." This copies the 7 PFA compressed installation files from the diskette to where you will install the PFA program.
4. Next, type "C:\PFA." You are now at the C:\PFA prompt.
5. Now, in succession, you will unzip individually 5 of the 7 compressed, executable files: PFAFXPS.EXE, PFAFILES.EXE, PFAPROGS2.EXE, FOXPRO02.EXE, and FOXPRO01.EXE. **Do not unzip PFAINST.EXE or PFAINST.TXT.** doing so will generate a critical error, stopping the installation process. To execute the 5 other files, type the file name at the C:\PFA prompt, then key "ENTER," allowing the file to execute. Once the execution is complete, you will be returned to the C:\PFA prompt. Repeat this for the other 4 files.
6. PFA installation is now complete. To run PFA, you will start your PC to run under DOS, then change to the C:\PFA prompt and type "PFA."

If your computer is connected to a LAN, your computer may have insufficient random-access memory (RAM) for PFA to run. To remedy this, try booting your machine without the network. Again, you may wish to seek assistance from your computer-support staff.

Additional Information for Windows 3.1 USERS:

CDC's experience with PFA installation within a Windows 3.1 environment is not current. Prior experience showed that Windows 3.1 usually fails to recognize that PFA may be using the same upper RAM (true memory, not hard-drive space) locations that Windows routinely uses. Consequently, most users experienced difficulty in loading and using PFA under Windows. The most common-used solution to this conflict is booting to DOS instead of to Windows. Once you are able to boot to DOS, please follow the procedures above for DOS users.

FOR ALL PFA USERS:

1. Please note that for PFA v. 2, you should be using PFA registers (that is, the six data-collection forms) revised in 1991. If you received your registers before 1991, please request that we send you the current registers.
2. Please understand that rapid changes in computing technology, including Windows and LANs, have resulted in varied computer environments. Because of this, these installation instructions may not permit PFA to operate efficiently in all environments. If you have any difficulty installing or running PFA, then please let me know by mail, phone, fax, or e-mail; here is what you will need for communications:

Centers for Disease Control and Prevention
National Center for Chronic Disease
Prevention and Health Promotion
Division of Reproductive Health
Applied Sciences Branch
Services Management, Research & Translation Team
4770 Buford Highway, N.E.
Mailstop K-22
Atlanta, Georgia 30341-3717
phone:(770) 488-6301
fax: (770) 488-6518
E-mail: WBoyd@cdc.gov.

3. For instruction in use of PFA, please see the *PFA Data Processing Manual* and the *Patient Flow Analysis (PFA) Data Collection Manual*.

Besides me, the Services Management and Research Team (SMART) consists of Mary Dabo Brantley, M.P.H., Michelle Hynes, M.P.H., Mary Kay Larson, M.P.H., Dr.P.H. (ABD), and Barbara Tomczyk, Ph.D. SMART offers on-going technical assistance on PFA and is generally available for daily consultation from 7 am to 5 pm.

Sincerely yours,

William A. Boyd, M.A.
Services Management and Research Team
Applied Sciences Branch
Division of Reproductive Health
National Center for Chronic Disease
Prevention and Health Promotion

CDC:NCCDPHP:DRH:PSDB: Boyd:wab:5/24/02
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