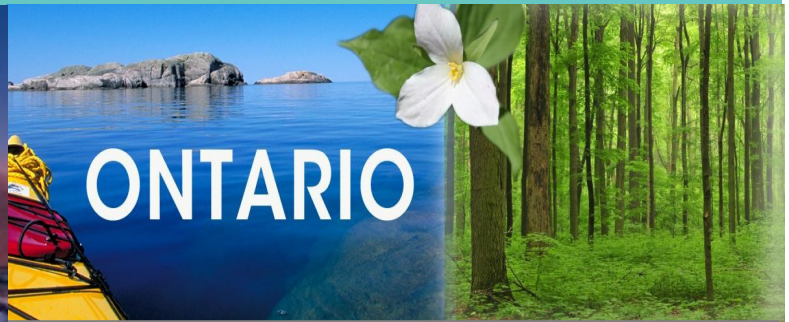


Chapter Newsletter  
ISSUE 03 February 2019



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## Update from the Ontario Chapter

Greetings from the Ontario Chapter—we hope that everyone had a fabulous 2018 and are looking forward to 2019.

This past winter has certainly been challenging for most of Ontario, the good news—Spring is just around the corner.

On that note, 2018 was also a very busy year for both CHIMA and the ON Chapter Committee. The ON CC is excited to inform it's members that the Committee is actively planning many activities for 2019 including an educational day which is set to occur in November.

The CHIMA Conference hosted in Niagara Falls was a huge success with a program that was both educational and inspirational.

We are also very excited to introduce you to two new Chapter Directors Jennifer Turner and Natalia Weiss, as well as, a student member Gina Thompson.

### Chapter Committee Members

Stephanie Tambeau, Chair

Nicole Burford, Vice-Chair, Professional Development

Akeela Jamal, Secretary-Treasurer

Tabitha Verwey, Director, Data Quality

Carol Adam, Director, Newsletter

Jennifer Turner, Director, Newsletter

Natalia Weiss, Director, Data Quality

### To contact us:

[ONChapter@echima.ca](mailto:ONChapter@echima.ca)

### To visit our webpage:

<https://on.echima.ca/home>



## Participation in your Chapter—Showcase your successes

We know that the HIM professionals across the province are doing leading edge work and making huge impacts in their organizations. We are inviting you to help showcase your successes. Our cracker jack reporters (newsletter authors) will help you to showcase your successes. You don't have to do anything except participate in a phone call.

If you are interested send an e-mail to [ONChapter@echima.ca](mailto:ONChapter@echima.ca) and our reporters will contact you.

We want to help you celebrate your success.

## A Note from the ON Chapter Chair

Hello Fellow CHIMA Member.

The end is near!!! Winter and fiscal 2018/2019 that is...what a crazy and busy year it has been.

I often hear from members “What am I getting for my membership dues?” “What is CHIMA doing for me?”, and to be honest, I used to say the same thing — but then I became a CHIMA/ON Chapter Committee volunteer. Man oh man, were my eyes opened!!!! I hope this newsletter gives you a tiny glimpse of all the hard work and effort that goes into providing CHIMA members with an abundance of opportunities and information to not only earn those CPE credits but to also advance the HIM profession. BUT, the Chapters (and CHIMA) cannot do this alone—we need you, the members, to participate, use your voice and give us feedback. I hope you will take the time to read this fantastic newsletter that has been put together for you.

I would like to take this time to thank the Ontario Chapter Committee members for all of their hard work, time and effort—without them none of what we have achieved this past year would be possible. You are an amazing team, I am honoured to work with you and I cannot wait to see what the year ahead has to bring.

Hope to see you at the ON Chapter Education Day in November—we're shooting for 400 attendees!!! Come on out and help us reach that goal. It's going to be AWESOME!!!! Stay tuned.

Like I always tell the ON CC members, my door is always open. If you, the member, have any questions or concerns, please do not hesitate to reach out to me. I can be reached at [ONChapter@echima.ca](mailto:ONChapter@echima.ca)

Here's to warmer weather, sunny days, health and happiness.

Stephanie Tambeau, CHIM

ON Chapter Chair



## Introducing our two new Chapter Directors and Student Volunteer

### Jennifer Turner, Director

Jennifer received her HIM certification in 2014 after pursuing the Health Information Management course through the Canadian Healthcare Association. Jennifer started her career at Waypoint Centre for Mental Health Care in Penetanguishene, Ontario in 2011. She carried out many roles in the Clinical Information Services department before transitioning to Clinical Informatics in 2015. Jennifer has had the opportunity to lead projects and implementations and assist with new initiatives.

### Natalia Weiss, Director

Natalia is a Systems Analyst at Trillium Health Partners in Mississauga. This London Ontario native has called the GTA home for the past 10 years. She has a specialized honours degree in Health Management from York University and has been CHIM certified for the past 3 years as a member in good standing. She has progressed in many positions within Health Records throughout her HIM career, including a Release of Information specialist, and now as a Systems Analyst. In her spare time she loves hiking, and utilizing her management skills in volunteering for community initiatives such as her respective condominium board and the young professionals association.

### Gina Thompson, Student Volunteer

Gina is a 2nd year HIM student at The Centre for Distance Education (CD-ED) and will be challenging the National Certification Exam this coming July 2019. Gina has worked with a fellow student on one of the learning modules for the IFHIMA website. Presently, Gina is employed as a Medical office Administration Office Instructor at Anderson College of Health, Business and Technology, North York Campus and is also the Business Development Manager for Woburn Medical Centre Inc. Gina has been working in health administration for 16 years and believes that becoming CHIMA certified and working as a Health Information Management Professional is the next step in her career.

## HIM Week in Ontario 2018 —UHN Booth



Remember to send us your HIM Week and other HIM Activity photo's—we will share with the rest of the HIM team in Ontario

## STUDENT AWARDS—2018

Congratulations go out to the following students for their exceptional academic achievement.

### Pinnacle Award:

Ilkay Sakir—Conestoga College, Kitchener

### Graduating Student of the Year Award:

Rachel York - Fleming College

Masooma Zahra - George Brown College

Jennifer MacKinnon—Centre for Distance Education—pictured



## CALENDAR OF EVENTS

Don't forget to check out the CHIMA website under "Calendar of Events" - it has a full calendar of all events happening across the country that all members can participate in. There are some fantastic sessions posted—take advantage of these sessions as most are recorded sessions allowing you to participate at your own leisure (many are free too!!!).

## CONTINUING PROFESSIONAL EDUCATION

Integration, collaboration, partnership – the work that HIM professionals do everyday creates, enhances, and sustains these initiatives across the health care continuum. The ON CC would like to celebrate the successes and share lessons learned from projects underway across the province. Ontario Shores Centre for Mental Health Sciences, Waypoint Centre for Mental Health Care and The Royal Ottawa Mental Health Centre have partnered to create the first mental healthcare EHR hub in Ontario. This very informative session is available on the eCHIMA website under Calendar of Events “A HIM Perspective in Informatics” and is available until the end of September 2019.

## DATA QUALITY

The annual Data Quality session will be held on **Wednesday, June 26, 2019** with planning underway. Mark your calendars with a “save the date” — more details (and chart reviews) will be sent out closer to the date for guests who will be joining us. We have a very interesting chart that should prompt some good discussion.

## RECRUITING FOR CPE'S

Do you have an amazing story to tell about projects in your organization in which HIM's are participating? We are looking for volunteers to tell their story in a web-ex setting. There is no pressure to present in public — you simply build the presentation deck, we organize the recording and you tell your story. The ON CC Directors have experience completing these sessions and can help you through the process.

The topic can be anything that you think would be of interest to HIM members. Some examples:

- Success stories with meeting submission deadlines.
- How has your organization managed breach notifications?
- HIM's participating in change management with EHR implementations and processes.
- Do you have a fantastic way to manage work-life balance ?
- Have you developed some amazing tools to help with program analytics or implemented a new BI tool?
- Have you implemented a CDI process?

If you are interested in presenting something, please send an email to [ONChapter@echima.ca](mailto:ONChapter@echima.ca)

## EDUCATION DAY 2019 - MARK YOUR CALENDARS

We are very excited to announce that the Education Day will be held Friday, November 22, 2019 at the Holiday Inn Yorkdale, in Toronto. The ON CC has been very busy planning for this great day in a venue that will accommodate more attendees and allow for more space for our much appreciated members and sponsors.

The theme for the day is “Protecting the Patient Story” - isn't that fantastic. It's what HIM's do every day. The morning will be dedicated to Privacy with three sessions. The afternoon topics will consist of three sessions for Data Quality including interactive Bullet rounds. The day will end with a Motivational speaker to send you home invigorated, energized, and ready to take on the world when you are back to work on Monday.

Mark the date in your calendars and stay tuned for more details.



## WANTED

We are looking for CHIMA members who have a story to tell for our Education Day in November. Do you have a great story that you would like to present or perhaps submit as a poster.? It's a great opportunity to showcase your organizations innovative approaches to “Protecting the Patient Story”. Send an e-mail to: [ONChapter@echima.ca](mailto:ONChapter@echima.ca) with your presentation story or poster idea. We will get back to you and provide next steps.

# HIGHLIGHTS FROM THE CHIMA ANNUAL CONFERENCE IN NIAGARA FALLS

## Pre-conference workshop—Be Cyber Smart:

### **Imran Ahmad and Kathryn Frelick—Partners at Miller Thomson LLP**

Imran and Kathryn spent the morning reviewing the “Cyber” landscape across Canada in terms of legislation and laws. They provided information with respect to the organizations responsibility including the Board’s as well as information on the potential for Cyber risks within an organization including those that might impact on PHI.

A very impactful portion of their presenting focused on best practices to develop a data map, which includes understanding what data is stored, where it is housed, whether it is encrypted, what happens when it is in transit, who is responsible for the data and who accesses the information—just to name a few.

They provided insight into developing a Cyber Incident Response Plan that includes all areas of the organization that may be impacted including IT, Senior Leadership, HIM involved PHI, and Communications just to name a few.

Imran and Kathryn went on to review the Breach Management requirements as it relates to not only privacy breaches but also Cyber Breaches with respect to PHI. They identified the steps of initiating an investigation, implementing containment, identifying notification requirements, and remediation.

This was a very interactive session with polling questions for the audience to participate in via their phones. All answers and results were also shared with the group which prompted further and informative discussions.

## Day 1

### CIHI and CHI—Innovation & collaboration: Keys to a healthier health system

#### **Kathleen Morris, VP Research and Analysis CIHI and Shelagh Maloney, Executive Vice President CHI**

Kathleen reviewed the CIHI data acquisition strategy including how they fit into the shared health priorities. The 8 priority information areas are: Primary health care, Home care, Community mental health, Addictions, Palliative/end-of-life care, Pharmaceuticals, PROM’s and Indigenous populations’ health. She went on to identify that there is discussion at the global level with the OECD Health Policy Studies on Health Data Governance and also cited the CHIMA Information Governance Summit document.

Shelagh began her session by discussing how successful innovation requires collaboration. She specifically identified the successful collaboration that both CHIMA and CHI have had in the past and going forward into the future. Shelagh highlighted that all three organizations have a common vision:

- CIHI—Better data. Better decisions. Healthier Canadians
- CHI—Healthier Canadians through innovative digital health solutions
- CHIMA—A healthier Canada enabled by Quality Health Information

Shelagh described CHI strategic goals including the implementation of PrescribeIT™ Canada’s e-prescribing service which will provide safer access to medications for Canadians. In addition, the ACCESS health through myHealth Gateway is a CHI strategic goal which will accelerate efforts to provide Canadians with secure access to their health information and to digitally-enabled health services.

## HIM Professionals' Vital Resource Health Terminology Standards and Emerging Opportunities

**Kathy Giannangelo, CEO Kathy Giannangelo HIM Consulting, LLC**

Kathy gave us an opportunity to review the Health Data Standards highlighting the Classification standards and Terminology standards. She also provide information on the Canadian Terminology Standards Certification program out of the University of Victoria and how current HIM's that have spent most of their career using classification systems can very easily move into terminology systems and tools.

## The Technology Cannonball in the Information governance Pool: Technologies

### You Need to Know About!

**Seth Johnson, RHIT, Executive Consultant—Global Health Team—Lexmark International, Inc.**

Seth gave a very entertaining presentation on the history of “health information” from the illegible hand written notes, to colour coded file folders, to the mass amount of data stored in multiple settings both internally and in cloud based systems. He provided insight into technologies such as Vendor Neutral Archives, applications such as Enterprise Content Management and Blockchain. He strongly suggested that HIM's need to be involved in the IT department and be a champion for new ideas and technology.

## Getting Quality Data—What does it take? Why is it so difficult?

**Yoel Robens Paradise, VP HIM Operations, Vancouver Coastal Health, Provincial Health Services Authority, Providence Health Care and Fraser Health Authority—CHIMA Board Director**

Yoel provided information on Information Governance and how it can be difficult to manage in most organizations but exceptionally complex in very large health authorities, as well as the challenges of decision structures and how we shift from local environments and enterprise depending on the focus at the time.

## The Start of Something New

**Karelyn van Wynen and Nicole Taylor-White—Bluewater Health**

Karelyn and Nicole gave a very insightful presentation on their journey to implement a CDI within their organization. This included a coding and documentation audit and the hiring of a CDI specialist.

The closing session was fantastic and showcased

**Susan Stewart—Comedian/Author/Speaker—**

“You Gotta Laugh: Healing Stress with Humour”

A practical and hilarious approach to helping with Stress



## Day 2

### Data Quality: It is the “Beginning” and the “End”

**Siamak Tenzif, HIM Leader & BI Professional**

Siamak started his presentation with a review of definitions of Data and Data Quality and how critical it is to the Data Life Cycle. He provided insight into Data Quality culprits including human error, lack of resources, no strategy and lack of relevant technologies to name a few. Siamak went on to review the cost of poor data and the significant business benefit to Quality Data. He reviewed the impact of quality data on the funding system in Ontario and how it can impact a specific organizations funding. He also discussed a Data Governance Framework and provided a sample structure. Siamak went on to discuss machine learning and how it can impact data quality — case study examples were also provided.

### The Data Driven Partnership—Transforming Today’s Students into Tomorrow’s

#### Data Masters

**Dr. Justin St-Maurice, Program Coordinator, Conestoga College and Tara Myshrall, Account Executive, Information Builders (Canada)**

Justin and Tara provided insight into the partnership between Conestoga College, Guelph General Hospital and Information Builders in order to provide an ability for students to train, GGH to receive analytics expertise and IB to maximize their clients expectations. This partnership started in 2015 with GGH providing real world examples and teaching in the BI course. The partnership increased the number of co-op placements where the students had access to GGH data and were able to build hospital based dashboards required by the hospital. The partnership has continued to grow with IB having multiple real world examples of dashboards that can be provided to their customers.

### International Perspective in HIM

**Marci MacDonald, Director, Clinical Information Services/Privacy Officer, Halton Healthcare Services and President, IFHIMA 2016—2019**

Marci gave a high level overview of the HIM initiatives around the globe. It was enlightening to hear that all jurisdictions are having the same discussions around data standards/governance, data protection and security and of course data quality. It is highly recommended to visit the IFHIMA website for more information on the amazing initiatives that both IFHIMA is working on and member countries around the world.

### What’s the IG Buzz and Impact on HIM

**Kathleen Addison, Senior Provincial Director HIM, Alberta Health Services and CHIMA Board Director**

Kathleen provided insight into an Information Governance plan of action and why HIM’s are best suited for this role. She gave a specific example of AHS’s Enterprise Information Management framework which enabled information to be leveraged as a strategic organizational asset. This process is about coordination and orchestration at an enterprise level not a unit or department level.

## CHIMA Conference 2018

We hope that the previous pages provided some insight into the amazing work that HIM's are doing across the country. There were also presentations from our Corporate sponsors MED2020 and MEDEKS providing information on new features/products.

We encourage all CHIMA members to think about attending a CHIMA Conference as they are truly educational, inspirational. Being able to network with colleagues is fantastic and an added bonus!!!

## WORK PLAN

It is our goal to keep our members up to date on the activities of the Chapter Committee. Below you will see the status of our work plan for 2018 which ends February 28th. The Work Plan for 2019 has been developed and submitted to CHIMA—some exciting and busy times ahead. If you have any questions, please send an e-mail to: [ONChapter@echima.ca](mailto:ONChapter@echima.ca).

### CHIMA ON Chapter 2018-2019 Work Plan Fiscal Year 3 – March 2018 to February 2019

March 2018	April 2018	May 2018	June 2018
<ul style="list-style-type: none"> <li>• Submission of Work Plan due March 31, 2017</li> <li>• Monthly meeting – 2<sup>nd</sup> Tuesday from 12-1pm</li> <li>• Submit final budget to CHIMA</li> <li>• P and L Report Q4</li> </ul>	<ul style="list-style-type: none"> <li>• Monthly meeting – 2<sup>nd</sup> Tuesday from 12-1pm</li> </ul>	<ul style="list-style-type: none"> <li>• Monthly meeting – 2<sup>nd</sup> Tuesday from 12-1pm</li> <li>• Committee member report</li> </ul>	<ul style="list-style-type: none"> <li>• Monthly meeting – 2<sup>nd</sup> Tuesday from 12-1pm</li> <li>• Update news and events accordingly</li> <li>• P and L Report Q1 (remains outstanding – CHIMA)</li> </ul>
July 2018	August 2018	September 2018	October 2018
<ul style="list-style-type: none"> <li>• Integration CPE – for free session</li> </ul>	<ul style="list-style-type: none"> <li>• Monthly meeting – 2<sup>nd</sup> Tuesday from 12-1pm – tentative</li> <li>• Committee member nominations and interviews</li> </ul>	<ul style="list-style-type: none"> <li>• P and L Report Q2 (remains outstanding – CHIMA)</li> <li>• For free session</li> <li>• Introduction of new Committee members</li> <li>• Committee member report</li> <li>• CHIMA Conference and AGM</li> <li>• Face to face Committee meeting in Niagara Falls</li> </ul>	<ul style="list-style-type: none"> <li>• Begin planning 2019 Education Event</li> <li>• Submit Newsletter (Moved to February 2019)</li> </ul>
November 2018	December 2018	January 2019	February 2019
<ul style="list-style-type: none"> <li>• Monthly meeting – 2<sup>nd</sup> Tuesday from 12-1pm</li> <li>• Integration CPE – for free session</li> </ul>	<ul style="list-style-type: none"> <li>• Monthly meeting – 2<sup>nd</sup> Tuesday from 12-1pm</li> <li>• Face to face meeting - Toronto</li> <li>• P and L Report Q3</li> </ul>	<ul style="list-style-type: none"> <li>• Monthly meeting – 2<sup>nd</sup> Tuesday from 12-1pm</li> <li>• Draft Work Plan for 2019/2020</li> <li>• Committee member report</li> <li>• Review budget</li> <li>• Final Committee Selections from Nominations</li> <li>• DQ Session (Moved to June)</li> </ul>	<ul style="list-style-type: none"> <li>• Monthly meeting – 2<sup>nd</sup> Tuesday from 12-1pm</li> <li>• Approve final Work Plan</li> <li>• Update news, events and resources accordingly</li> <li>• Approve final budget</li> <li>• Submit Newsletter</li> </ul>