



# ONTARIO

Chapter Newsletter  
ISSUE 04 September 2019



## Update from the Ontario Chapter

We hope that you have been enjoying this amazing summer in Ontario. Although some will not have enjoyed the heat and humidity as much as others, this has been one of the best summers in memory.

Since our last newsletter we have had a very successful Data Quality session which had record-breaking attendance - check out page 5 for an update.

In between taking some summer breaks the Chapter has also been busy organizing another amazing Education Day happening on Friday November 22, 2019 in Toronto at the Holiday Inn Yorkdale.

We continue to look to Ontario HIM members to showcase the amazing work that is happening in the province. Please reach out and we will arrange to meet and review your story.

Have an awesome remainder to your summer and to the beginning of early fall. See you in person on November 22 in Toronto — Early Bird Registration is open until September 30th. Remember to look out for updates throughout the fall.

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### 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  
Gina Thompson, Director

### To contact us:

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

### To visit our webpage:

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



Send us your stories on successful projects so that we are able to share them with other ON Chapter members. Topics can be anything that you think HIM members would be interested in, such as tips on how you ensure that you make your monthly & quarterly coding submissions, or how Release of Information is dealing with any breach notifications, etc.

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

### A Note from the ON Chapter Committee Chair

Hello Fellow CHIMA Member.

It's unreal how quickly the summer has flown by. I literally blinked and it was over. I hope you all had a chance to get some well deserved R&R and were able to make special memories with loved ones. But, now that the school year begins and lives get busier again, I want you to know that the ON Chapter Committee hasn't stopped working for you.

The ON Chapter is extremely excited to be hosting another Education Day on November 22nd, at the Holiday Inn Yorkdale in Toronto. Due to the overwhelming interest at our last Education Day we have moved the event to a larger venue with the hopes of having 400 (yes 400) attendees!!!! So tell everybody you know how great this day is and sign up now. We are even offering early bird specials as well as group rates—we really want to see you there (members and non-members alike).

I'd like to take this time to thank the ON Chapter Committee for all of its hard work and time in planning and delivering the many different educational opportunities to you the members. We hope you have enjoyed them and if you haven't had a chance to register for any—please check out the CHIMA Calendar of Events; there are so many opportunities to keep those credits up to date.

On a final note—don't be a stranger! If you have something you want to bring to our attention, please feel free to reach out to us—our contact information can be found on the CHIMA website or on the first page of this newsletter.

Hope to see you all in November. Have a great fall everybody.

Stephanie Tambeau, CHIM  
ON Chapter Committee Chair

# SHOWCASING ONTARIO HIM MEMBERS

## Shannon Janisse, CHIM— Data Quality at Royal Victoria Regional Health Centre



Shannon is a graduate of the HIM program at George Brown College and was CHIMA certified in 2003. She has a 16 year career history in acute care hospitals and one year in Rehabilitation. Shannon has experience in MEDITECH, NACRS, NRS and working with TGLN chart reviews, as well as, participated in the CIHI 2006 NACRS re-abstraction study. In addition, Shannon was the System Administrator for the successful implementation of MED2020 coding and abstracting software and successfully managed the coding data quality over a two year period prior to her current role as Data Quality for Patient Registration.

### Describe your career trajectory at RVH

RVH has been my home since June 2004 when I started as a full-time NACRS ED Coder in the Health Records department. Over the next 10yrs I also coded Dialysis and Oncology using Cactus prior to the implementation of Med2020 in 2014.

I have been involved in Data Quality and Patient Registration since 2012 and currently work in the Decision Support Department.

I have been a project team member for successful MEDITECH upgrades and implementation of a Health Card Validation Interface. I completed the implementation, monitoring, and maintenance of an automated data quality tool linked to MEDITECH HL7 messages that detects, notifies, and reports on common registration errors. I monitor daily and monthly MEDITECH Statistics and Ministry of Health Census reports, making corrections as necessary prior to MIS and CIHI submission dates.

I'm responsible for training new and current staff on standard registration practices and data quality requirements, along with the Clinical Informatics ADM Consultant. I lead the development and implementation of registration best practices and training materials and work closely with all Registration Resource Specialists in the respective registration areas of the hospital. I chair the monthly Registration User Group meetings in addition to being a member of the MIS Working Group Team.

I assist with routine testing associated with upgrades of other clinical systems interfacing with the ADT system and identify and troubleshoot MEDITECH registration queries using MEDITECH Tasks. I continue a collaborative working relationship with Clinical Informatics often supporting the Admissions (ADM) Consultant in development and deployment of ADM functionalities.

I monitor and currently maintain the correction process of provider report edits after extensive contribution to the Quality Provider Initiative RVH undertook. Solutions to minimize potential incorrect provider selection were implemented and extensive re-education helped to mitigate provider errors within some MEDITECH routines. Continuous partnership with our Privacy department and Health Records keep this initiative abreast to ensure it stays at the forefront of patient care.

I now work in the Decision Support department which is shared with Financial Planning and Analysis where my role has expanded to respond to team inquiries on MEDITECH data fields and data quality checks and validation on the development or edits to a report prior to implementation. This has helped bridge the gap between how and where the information is being collected on the front end to how it ultimately gets populated on a report. Accessing the Intellihealth database for report queries, updating the dictionary for the data warehouse definitions, engagement on the Data Governance Team and OMHRS/MIS submissions are also a part of my role in DSU.

My number one priority as Data Quality Lead at RVH is to assess and develop strategies to enhance data quality regardless of the source of the data by means of **working together**.

### What do you find most exciting in HIM now?

I think the HIM profession has come a long way from being a coder or clerical staff member in the basement of the Health Records Department. Over the past 20 years I have witnessed coding come to the forefront of the organization with physician involvement/engagement in understanding the importance of the role and the challenges the coding team face with clinical documentation in addition to seeing a closer working relationship with core areas that depend on one another's data.

Networking with peers and utilizing your skill set within multiple organizations, while simultaneously working on the end goal of standardization of the electronic health record, are rewarding experiences. There are so many valuable opportunities across multiple different organizations where the HIM expertise is a necessity to the continuous evolution of the patient health record.

### What is most challenging for HIM now?

Technology is changing along with the requirements and expertise of HIM Professionals so in order to grow with the profession HIM's need to be adaptive to change management and channel their energy into how they will be an asset to any team they are a part of.

### What advice would you give to our newest HIMs?

Don't get comfortable and limit yourself to one path!! Put yourself out there and get involved in different projects, departments, and/or companies. Get experience in multiple different HIM domains whether it is coding and abstracting, teaching, data analysis or management and keep up with your education while you can. Living and working in the same town has definitely been beneficial for my family but sometimes becoming too comfortable with what you know or have can limit your options. Don't let the idea of travelling keep you stuck, if a desirable position presents itself to you and you can make it happen - trust yourself and just go for it!

## EDUCATION DAY 2019—Friday November 22—Holiday Inn Yorkdale

Our Education Day “Protecting the Patient’s Story” is shaping up to be a fantastic opportunity to learn from experts in privacy and data quality, as well as to network with Ontario-based HIM professionals. This event will include presentations on cyber security, privacy, IPC orders, as well as several data quality initiatives happening around the province. Of course we also have an amazing motivational speaker scheduled in the afternoon who is going to offer sage advice for creating resiliency in our lives and how to navigate stress—we all need help with this.

The day includes continental breakfast, morning break, lunch and afternoon break with lots of opportunity to network and meet up with peers. If you wish to stay overnight at the Holiday Inn Yorkdale before or after the event please contact the hotel directly to make your reservation, as rooms have been set aside for CHIMA members until October 25, 2019.

Registration is already open and this year we have added in an early bird special (with rates that are valid until September 30, 2019) for individuals and groups—see the rates below:

Type of Registrant	Regular Cost	Early Bird Cost
Individual Members	\$ 180.00	\$ 150.00
Members - groups of 5 or more (price per person)*	\$ 170.00	\$ 140.00
Non-Members	\$ 230.00	\$ 200.00
CHIMA Student Members	\$ 90.00	\$ 80.00

\*For groups of 5 or more, please contact CHIMA's [Coordinator - Chapter and Member Relations](#) for instructions on how to receive the group rate for each of those registrants

Please note that this is an in-person session only—it will **not** be offered via OTN.



## CONTINUING PROFESSIONAL EDUCATION

Be sure to check out our latest CPE session entitled *CCO GI-Endo QBP Model Changes for FY2019-20: Implications for Coding* presented by Julia Monakova and Judith Wong from Cancer Care Ontario. Also, in the coming weeks you can look for an ON Chapter-hosted online CPE session to be released regarding HIMSS. Watch your emails for a link to register for that session when it becomes available.

## DATA QUALITY SESSION—June 26, 2019—over 700 attendees

### ANOTHER SUCCESSFUL DATA QUALITY SESSION!

By: Tabitha Verwey

On June 26<sup>th</sup>, 2019 Niagara Healthcare Systems – St. Catharines site hosted another ON Chapter of CHIMA Data Quality Session, this time focusing on renal disorders. The session had the highest number of registrants so far with over 700 having registered, and it was the first time that we had participants from every Chapter! Once again the session was offered by OTN and WebEx.

Typically the sessions include a guest speaker and a review of 2 charts. However, this session only focused on one chart that included an Emergency visit and the subsequent inpatient admission. This allowed more time to review the chart, Folio searches, codes (ICD-10-CA, CCI) and all applicable coding standards.

The chart that was selected lent itself to a great session as it incited great discussion/questions. The majority of questions was regarding the code that was selected as the Most Responsible Diagnosis. It highlighted how the coder has to use their knowledge to determine what the underlying disease was and the manifestation, then with this information apply the coding standard “Underlying Symptom or Conditions”.

As this session was the first Ontario Data Quality to be broadcast all across the country using OTN (Ontario Telehealth Network), there were new obstacles that arose. Our sessions always starts at 9am EST. That is 6am in British Columbia – a little early for them! This session was viewed by the most participants via WebEx. WebEx doesn't have a method for the participants to ask questions or real-time interaction as you can with using OTN. We need to ensure that we have a process for all to be included in the discussions. As the platform/technology to broadcast changes, we need to adapt. More exciting things to come!

## DATA QUALITY—2020

We do not have a date selected for the session in 2020, however we are interested in hearing from you if you have a chart that could be used for the session.

Please reach out to [tabitha.verwey@gmail.com](mailto:tabitha.verwey@gmail.com) for more information.