



Update from the Ontario chapter

It's amazing how fast time went by in 2019 as we planned our continuing professional education (CPE) sessions. We can honestly say that it was a pleasure to welcome you to Toronto this past November to attend a fantastic education day.

In this newsletter, we've provided highlights of the presentations for those of you that did not have an opportunity to attend. We hope to see you at one in the future! We've also highlighted the work that Rachel Worthing-Fransky, CHIM, has been doing as the Lead Health Informatics Analyst at Ontario Shores Centre for Mental Health Sciences. There are important national updates worth mentioning and a few ways that members in Ontario can make an impact across the country. Lastly, Stephanie Tambeau, our outgoing chair has a message to share about her 12+ years spent with CHIMA.

Season's greetings, and Happy New Year!

CHAPTER COMMITTEE MEMBERS

Update from the Ontario chapter	1
A note from the chapter chair	2
Showcasing an Ontario member	3
Education day Nov. 22, 2019	4
National updates	7
Outgoing Chapter Chair message	8

CHAPTER COMMITTEE MEMBERS

Carol Adam, Chair
 Nicole Burford, Vice-Chair, Professional Development
 Akeela Jamal, Secretary-Treasurer
 Tabitha Verwey, Director, Data Quality
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 Gina Thompson, Director

CONTACT US

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Submit a story

The Ontario chapter would love to share your HIM stories with all of its members. Topics could include tips on how to make your monthly or quarterly coding submissions, or how release of information is dealing with breach notifications. Please submit your stories by emailing ONchapter@echima.ca.

A note from the Ontario chapter chair

During the November 22 education day, our chair, Stephanie Tambeau, announced that both she and Tabitha Verwey have decided to step down from the CHIMA ON chapter. Stephanie and Tabitha were instrumental in the success of the chapter and helped to make educational opportunities for HIMs in Ontario highly successful. They have both worked in the HIM community for many years, even prior to the chapter structure when it was OHIMA. We sincerely thank both Stephanie and Tabitha for their devotion to the HIM profession and the many hours of volunteer time they have committed. They both need a much-deserved rest. Tabitha, as you know, is the rock star behind the data quality chart review event for coders and will continue to work on this through a new national process. You will hear more about this soon.

I am honoured and humbled to be asked to take on the role of chair for the Ontario chapter. I look forward to working with you over the coming months as exciting opportunities present themselves, both at the national and provincial levels. The HIM Conference 2020, being held in Winnipeg in October, will be an exciting opportunity for HIMs to showcase our amazing successes. We are very excited to announce that a lucky Ontario member will be drawn in the coming weeks to win a trip to the conference.

Please reach out at any time, either through the chapter email address or directly using the link on our website.

I hope that you and yours had a safe and happy holiday and Happy New Year! Look out 2020, we are ready...

Carol Adam, CHIM

CONTACT US

Please feel free to contact the Ontario chapter at any time by emailing ONchapter@echima.ca. If we don't have the answers to your questions, we can help you to find them. The email inbox is monitored weekly.

Showcasing our Ontario members



Rachel Worthing-Fransky, CHIM Lead Health Informatics Analyst at Ontario Shores Centre for Mental Health Sciences

Rachel graduated from Sir Sanford Fleming College and became CHIMA-certified in 2012. Right out of school, Rachel started working for Ontario Shores on a divestment project. This included transferring all patient records to the Ministry of Health and Long Term Care, for those who remained on site prior to divesting to Public Hospital in 2006. When that project was running smoothly, Rachel moved into a ROI position and began streamlining release practices with the changes in electronically advancing health care.

From there, she moved into clinical informatics, working mainly with the administrative modules, such as registration, health information management, scanning, and community-wide scheduling. Rachel's position moved back into the HIM department, bringing with her the responsibilities and ownership of the administrative modules.

Her current position is Lead Health Informatics Analyst, supporting the regular, everyday workings of the HIM department. Rachel also is the Administrative Analyst representing Ontario Shores in the Mental Health Cluster, which includes Waypoint Centre for Mental Health and The Royal Ottawa Mental Health Care and Research.

What do you find most exciting about HIM?

As health care continues to advance into the world of technology, the HIM profession is moving along with it. We have already seen many advancements in the various areas of our HIM departments, from electronic CIHI submissions, automated release of information, and patient portals to provincial data bases for PHI. Attempting to keep up with these advancements—and even be the trend setter by initiating those advancements—means that individuals in the HIM profession are now working side by side with those delivering patient care, members of finance, and technical teams. We are now included in the decisions as they are being made, not just reacting to what has already been decided.

What is most challenging for HIM professionals?

As health care advances so rapidly, it is hard for the HIM profession to keep up with changing legislation, advancements, and best practices. The responsibilities that the HIM profession previously had have now doubled or tripled and spread across health care.

What advice would you give to our newest HIMs?

Never limit yourself. If you are interested in learning something new, learn it. If you are interested in a job, apply for it. If there is a new project, volunteer to work on it. There is always something going on in health care—it's nice to be in the know.

Education day highlights: November 22, 2019

The opening speaker of the Ontario chapter education day in November 2019 was Jeff Nesbitt, CEO, CHIMA and Registrar, CCHIM. Jeff gave an overview of the direction that CHIMA is taking to be of value to our members and explore the misunderstanding



and unfamiliarity of the HIM profession within (and outside of) the health system. Here are the following takeaways from Jeff's presentation:

- There is a wonderful opportunity to connect with your chapter committee to elevate the profession through meaningful listening, planning, taking action, and learning.
- CHIMA is developing more continuing education pathways designed for your future.
- We are a national organization that is advocating for you.
- This year there is a new approach to our national conference that we hope you'll enjoy.
- We are developing meaningful partnerships with nearby professions within the health system.
- A new online platform is being launched this spring to support members' growth, connection, and collaboration.

Privacy: Cyber Security *Imran Ahmad, Partner, Blakes, Cassels & Graydon LLP*

Imran Ahmad, a Data and Privacy Breach Lawyer and Partner at Blake, Cassels & Graydon LLP (Blakes) kept all attendees at the edge of our seats. He shared his knowledge of an emerging threat in health care of cyber incidents and how to develop pre-cyber incident preparation best practices.

As technology has developed, so have cyber attacks and data breaches within health care and other industries worldwide. With paper charts, CHIMA members and their respective areas of work would have to monitor physical access to the chart storage area. And with emerging complete electronic health records, the threats of attacks can be located outside of the physical walls of the chart storage area.

Taking a holistic approach to cyber preparedness with tools—from the road map of identifying, analyzing, and evaluating threats to treating risks—with frequent monitoring can help organizations develop best practices for preventing cyber attacks. His expertise gave insight for all who attended of the tools to build these best practices and the multiple prongs of cyber preparedness.

Education day highlights, continued

Protecting Patient Stories *Kate Dewhirst, Health Lawyer*

In a presentation specifically tailored for the Ontario chapter's education day, Kate Dewhirst shared some examples of violations of patient privacy and trust.

She opened her presentation with a victim impact statement, written by a mother whose health record, as well as her partner's and two children's, were accessed without authority by a social work student in a small community clinic in Ontario. The statement was a reminder to all health care providers, including HIM professionals, that patients provide sensitive information and trust that it will be kept confidential at each visit. Breaches of this trust can cause significant harm and erode the trust of the patients in their health care team.

Kate also reminded the audience that even with good intentions, health care providers cannot access personal health information without appropriate need, referring to recent breach in Alberta that involved a young man in the Humboldt Bronco bus crash.

Kate's website has a variety of helpful resources, both free and for fee, that health information professionals would find useful. View her website at katedewhirst.com.

Privacy Compliance in Health Care *Amanda Gray, Privacy Analyst, Health Sciences North*

Amanda gave us an overview of the impacts on privacy with the implementation of digital health strategies. She emphasized that with advancements in digital health, privacy should not be sacrificed. Amanda discussed privacy practices and controls and how HICs should protect the patient's story, as outlined by the Information and Privacy Commissioner of Ontario. She was able to answer targeted questions around current privacy issues and how to implement positive privacy programs.

Resiliency through Optimal Stress, Resourcefulness, and Goal Setting: Making it work for you! *Dr. Robyne Hanley-Dafoe, Motivational Speaker*

If you get an opportunity to attend a session with Dr. Hanley-Dafoe, we highly recommend it. She was extremely entertaining and helped us see stress for what it really is. She gave us real world examples, including her own, that helped to put stress into perspective. In addition, she discussed her research in this area and provided insightful suggestions for how to build resiliency when dealing with stress.

Education day highlights, continued

Quality Improvement in Central Intake *Jeannie Borg, Director, Clinical Informatics and Patient Flow, Waypoint Centre for Mental Health Care*

Jennie discussed how Waypoint Centre for Mental Health Care undertook a quality insurance project to improve workflow and reduce wait times using “high quality clinical data.” The ultimate outcome was to “improve wait times, improve data quality, decrease duplication, and improve transparent communication.” Waypoint was able to achieve their goal with the use of automation of data elements, integrating workflow and technology. It meant that decision support, clinical informatics, central intake, clinicians, and psychiatrists worked together to achieve “a new high quality/highly reliable process.” One key area that was addressed was how the data was collected. The following questions were taken into consideration:

- Who is responsible?
- What is the right tool to use?
- What is the frequency of the data collection?
- Can the data collection be a by-product of other work?

Before this project, there were 14 programs collecting data on wait times using a spreadsheet. It was found that central workflow had to be improved to support data quality, which meant that the central intake team had to be trained and made the data stewards of wait time data collection. The central intake workflow was reorganized to improve the process and eliminate waste. The data requirements were made more transparent.

Waypoint realized that the referral log dashboard was the primary tool to complete work. The referral log “clearly displays how long the patient wait is and which data elements have been completed. Focused on ensuring the team used this for all their work and that they understood when information was displayed incorrectly how to fix user error and data conflict.”

To check the wait time data quality, central intake reports were done weekly. This allowed for “the proactive managing any data corrects.” Decision support runs the final data check before publishing the wait times.

Other changes that made were:

- Acute Assessment Program was measured in hours instead of days
- Average wait time would be looked monthly instead of at end of the year
- Set targets in central intake for performance wait 0 & 1 for less than 1 day
- Realized the largest IP referral program – pre call was impacting

Overall, this process changed the mindset at Waypoint. Patients were not referrals, and there was increased pride in decreasing wait time.



Reminder to education day attendees

Don't forget to complete the education day survey. The link was sent to you in an email and includes access to the presentations and a certificate of attendance.

National updates



CHIMA's national team has been working very hard on multiple projects over the last year, with the help of volunteers, community facilitators, and chapters. Please read about the following initiatives, and the ways you may be able to get involved:

Brand identity

CHIMA has engaged a brand identity firm, Aubs&Mugg, to review how CHIMA's eight chapters fit within our national association. During the discovery phase, Aubs&Mugg may host focus groups with members to gather their research. If you notice one of these opportunities arise, we encourage you to get involved.

Governance & policy framework

CHIMA will be working to review the association's governance and policy framework to better determine the role of our chapters. The chapter model is quite new in relation to our 75-year history and requires some reflection on a more modern approach to how we work.

CHIMA's National Data Quality Committee chart review

The Ontario Chapter has led a coding audit process for several years, otherwise known as a chart review. Chart reviews takes effort to lead, and the last one hosted in June 2019 had over 700 attendees participate. CHIMA has struck a National Data Quality Committee to support participation from all chapters. We will be looking for volunteers to assist with this initiative. If you're interested, please email general@echima.ca.

Pinnacle Awards & endowment fund

CHIMA will be re-envisioning the Pinnacle Awards process, and in conjunction the possibility of an education-based endowment fund to help support members across the country. Over the coming months, there will be efforts made in the discovery phase for this initiative. If you would like to get involved, please e-mail general@echima.ca.

Outgoing Chapter Chair message

Dear ON Chapter members,

It is with mixed emotions that I write my final note to you as Outgoing Chapter Chair of the ON chapter committee. It has truly been an honour serving you for the past 12+ years, both as a volunteer of CHIMA and the ON chapter. I have met so many amazing people, many of whom I hold very dear to my heart. I have to say that being a volunteer has been an incredible experience and I recommend it to everybody. There is nothing more gratifying than being an advocate for something you are passionate about—and for me, that is the HIM profession.

We truly are a special breed of professionals and I am very proud to be one. We may never take someone's temperature, write a prescription, adjust a bed, or perform follow-up care for the patient; however, practically every step of the patient's health care journey relies heavily on how well HIM professionals perform their duties.

I would like to thank all past and present committee members from CHIMA and our ON Chapter who I have had the pleasure of working with. I have learned so much from all of you. You are amazing people and I am blessed to have had you in my life.

I wish all of you, the ON chapter members, the very best wishes in and all future endeavours. Never give up on your dreams and always believe you can do anything. YOU ROCK!

Stephanie Tambeau, outgoing chapter chair