



For The Record



APRIL 2011



Hello Everyone! Here is the latest edition of our newsletter!



A Message from Our President...

Hi Members,

Spring has sprung! We have survived winter and now looking forward to some warmer weather!

Just a reminder, that we have our Spring Data Quality Session on May 6. This will be a great opportunity to learn from the Presenters. Don't forget to ask them questions! It is a great time to meet other members from other sites!

Don't forget to keep in mind about our PDD/AGM coming up in St. John's in September. Make your plans to attend! We always have a great time and learn lots. This year at the AGM, you can put your name forward on a committee. It is a great way to learn and contribute to your Association, and also a easy way to get your Education points.

Keep going into our website to find out what's new! Our webmaster, Blake Collett, keeps us well informed! Great job, Blake!

Thanks,
Karen Squires
President, NLHIMA

Member Spotlight



This month the focus of our highlight is Joanne Matthews - Health Information Analyst at Western Memorial Hospital in Corner Brook.

We at Western want to recognize the diligent work and excellent attitude that Joanne displays daily. Her goal is data quality and she strives to show us the way through her many data checks, her determination that we pass in the best quality work and her analysis of the standards that are forever changing.

You only have to mention a concern to Joanne and she's on it. Never too busy to help code an extremely hard chart or just find out an answer to any queries we may have on our work, she's always approachable and caring.

Joanne enjoys the challenge the job offers in maintaining good data quality in all the regions and now that a second health information analyst, Kimberly Austin, has been hired, they are hoping to begin a team approach in reaching out to all the coders in their prospective regions.

Aside from her busy days at work, she has many other interests that keep her happy. She is an all-round Outdoors woman.

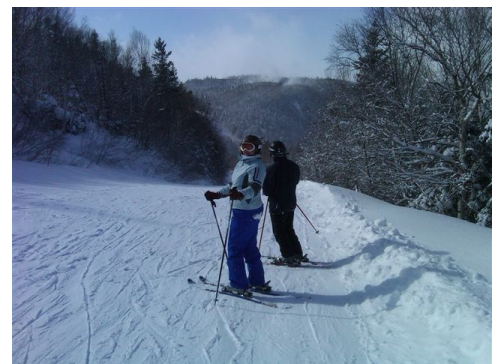
In summer, you can find her and her partner, Winston, salmon fishing in their favorite spot on the Humber River. Winning the wonderful fishing rod at the last AGM in Grand Falls Windsor was a real delight for her.



All ready for fishing season with new rod.

Winter finds Joanne downhill skiing on top of Marble Mountain with her sister and friends. From getting stranded in the chair lift thirty feet in the air to attempting to ski where many dare not to go she has lots of adventure stories to tell us when she comes back to work. And lots of laughs!

Joanne and friend Brian contemplating what run to take.



And then there's the outcome of that decision!

Member Spotlight

Continued....

Joanne always wanted to be in the movies and in 2006 - IT HAPPENED! She was cast as an extra in the movie "Outlander" that was made in Little Port Newfoundland. With a cast of: James Caviezel, John Hurt, Ron Perlman, Sophia Myles she endured long cold October days ankle deep in bog hoping to be found by Hollywood. Through it all, she said it was an experience that she would do all over again. AND she actually appeared in several scenes. See Joanne in her movie debut!!!

When not fishing, she loves to hike, bike, or kayak on the beautiful West coast. Up until a few years ago Joanne rowed in the Corner Brook Regatta and twice went to St. John's to row. But the first year the team went to the St. John's Regatta was one of her fondest memories. The team was sponsored by Botox and they took a lot of ribbing for that. They didn't win but were told to come back when they had a few wrinkles ironed out.



On the set of the movie "Outlander"

Team Botox - Joanne is front left



Getting ready to go on set...



On a personal note, Joanne and Winston find their day to day life greatly enriched by their three children Kelly 24 who is in New Brunswick, Ian 19 and Rebecca 16. There is never a dull moment with two teenagers at home; from the never ending car, truck, snowmobile projects that Ian has to the dad taxi services for Rebecca they're kept busy and enjoying every minute.

This is Joanne ready to go out on the town!



On the set in the movie...



Hats off to Joanne and we wish her continued success in the future in her life and career in Health Information Management!

REGIONAL UPDATES

CANCER REGISTRARS

LAB-GRENFELL

Cancer Registrars Pave the Way to a Cure

Congratulations to our Cancer Registrars who celebrated **National Cancer Registrars Week**.

Using the analogy of a **road as knowledge**, Cancer Registrars **pave** that road and make it usable with professional skill and commitment to collecting and processing quality cancer data. Direct patient care-givers as well as researchers are able to **drive** on that road toward cancer control and cure because of their contributions.

There are 6 Cancer Registrars in the province who are all CHIMs – with an oncology focus/specialty– they have all successfully challenged the CTR (Certified Tumour Registrar) US exam:

- ◆ Elaine Hamlyn
- ◆ Elizabeth Hunt
- ◆ Susan Ryan
- ◆ Callista Silver
- ◆ Theresa Butland
- ◆ Margie Molloy

CENTRAL

We continue to have our Data Quality Sessions. We had one on March 21st, 2011 at Central Newfoundland Regional Health Centre in Grand Falls Windsor. Our PCC coding committee member Ann Barrow, continues to keep us up to date on the latest changes and new developments. We have another session slated for June 17th, 2011 at James Paton Memorial in Gander.

Submitted by:
Cindy Barker

Hello to all from Labrador-Grenfell! Hope you are all finding a bit more spring than we seem to be in our region.....winter was slow to start for us all in the north.....but doesn't seem to want to leave. We're hopeful for warmer days ahead!

Work in the region is continuing, with one of our greater challenges at the moment being to once again meet the CIHI DAD submission deadline for 2010-11 data. Coders at our three hospital sites are working diligently to juggle their multiple duties and still get through sufficient volume of abstracting. Additionally, Coders are attempting to be responsive to recent requests from the Waitlist Management program to meet their demand of keeping very current the abstracting of key waitlist-'tracked' disease entities (i.e. cataract clients, hip and knee replacement clients, etc.), in order to provide the ICD-10-Ca codes and case numbers as needed for reporting by the Waitlist Manager.

Happy to report that implementation of our digital dictation solution (Fusion) has gone relatively well and is operational in all three hospital sites. Uptake by the physicians has been fairly favourable and transcriptionists and supervisors in our region are to be commended for their diligence and extra work in learning the product themselves as well as supporting medical staff to come on line. Thankfully, our backlog of 'cassette-based' dictation has been cleaned up.....we simply need to keep a few users away from their old 'hand-held' cassette machines (old habits die hard!!).

As we move into the spring, focus is moving now to the new PHIA legislation and the requirements for us to review and revise some of our processes. Emphasis in the short-term in our region will be to educate all staff and fully roll out the sign-off of our new confidentiality agreement. Additionally, by our next newsletter, hopefully I can report on some progress on our new hospital in Labrador City – the tender for the actual construction was recently awarded (we only have the steel work completed to date) – work should re-commence by early May. Estimated date of 'move-in' is not likely before 2013/14.

All the best to you all as you move into the finer summer months. Since so many of us out there provide administrative support to our medical and other health care staff day to day, I would extend 'Happy Administrative Assistant Day' to you all!

Submitted by:
Susan Bourgeois



COMMITTEE ACTIVITY

FINANCE COMMITTEE

Tickets for the 2011 fundraiser are in and will be made available at the Data Quality session on May 6th. The prize will be a lovely framed print from Kelly McEntegart entitled “Collecting Sea Shells.” Proceeds from ticket sales will go towards the Georgina Williams Scholarship Award. Thanks to all in advance for your work in selling and/or purchasing tickets!



Submitted by Jennifer Butler

“Collecting Sea Shells” by Kelly McEntegart

EDUCATION COMMITTEE

We are busy preparing for the Spring Data Quality Session. All our guests have confirmed and have communicated their topics. We will get a Power-Point from most of them. We are hoping that all of the regions will be able to join us by videoconferencing and not just audio conferencing. It seems the regional managers are looking for venues to hold the SDQ. Finding a venue is an issue. The Registration form is now available on the website—be sure to register!

Awaiting warmer weather and dare I say sun?

Submitted by Diane Ryan

COMMUNICATIONS COMMITTEE

The Committee continues to work diligently to try to solicit submissions for our newsletter! We had some great contributions—keep them coming!!

Samples of hooded sweatshirts (that can be embroidered with our logo) will be available for viewing at the Spring Data Quality session in May—hopefully we will have enough interest to place an order!

If you would like to nominate yourself or another member for a Member Spotlight, please contact the Communications Committee member in your area!

Submitted by Lisa McKenzie

Remember, Committee Involvement is a great way to stay in touch, to get involved and to have your voice heard!



Stress

A lecturer, when explaining stress management to an audience, raised a glass of water and asked, 'How heavy is this glass of water?'

Answers called out ranged from 20g to 500g.

The lecturer replied, 'The absolute weight doesn't matter.

It depends on how long you try to hold it.

If I hold it for a minute, it's not a problem..

If I hold it for an hour, I'll have an ache in my right arm.

If I hold it for a day, you'll have to call an ambulance.

In each case, it's the same weight, but the longer I hold it, the heavier it becomes.'

He continued,

'And that's the way it is with stress management.

If we carry our burdens all the time, sooner or later,

the burden will become increasingly heavy: and we won't be able to carry on. '

'As with the glass of water,

you have to put it down for a while and rest before holding it again..

When we're refreshed, we can carry on with the burden.

So, before you return home tonight, put the burden of work down: don't

carry it home. You can pick it up tomorrow.

Whatever burdens you're carrying now, let them down for a moment if you can.'

So, my friend, Put down anything that may be a burden to you right now.

Don't pick it up again until after you've rested a while.

Here are some great ways of dealing with the burdens of life:

Just accept that, some days, you're the pigeon:

and, some days, you're the statue.

Always keep your words soft and sweet - , just in case you have to eat them.

Always wear stuff that will make you look

Drive carefully. It's not only cars that can be "recalled" by their maker.

If you can't be kind, at least have the decency to be vague.

If you lend someone \$20 and never see that person again,
It was probably worth it.

It may be that your sole purpose in life is simply to be kind to others.

Never put both feet in your mouth at the same time,
because then you won't have a leg to stand on.

Nobody cares if you can't dance well.
Just get up and dance.

Since it's the early worm that gets eaten by the bird,
sleep late.

The second mouse gets the cheese.

When everything's coming your way,
you're in the wrong lane.

Birthdays are good for you.
The more you have, the longer you live.

You may be only one person in the world,
But you may also be the world to one person.

Some mistakes are too much fun to only make once.
We could learn a lot from crayons... Some are sharp; some are pretty;
and some are dull. Some have weird names; and all are different colours;
but they all have to live in the same box.

A truly happy person is one who can enjoy the scenery on a detour.
Have an awesome day and know that someone has thought about you

Laura Browne



Submitted By:
Patty Simpson

NEWS FROM THE CENTRE FOR HEALTH INFORMATION

New Provincial Occurrence Reporting System to Roll-Out in 2011

Stemming from the recommendations outlined in the Report of the Task Force on Adverse Health Events, a new web-based tool to report safety-related events will be implemented in all Regional Health Authorities (RHAs) during 2011/12 called the Clinical Safety Reporting System (CSRS).

Safety-related events are unintended acts or situations that could have or did result in harm. Safety-related events can be caused by individual human error or by systems errors – often it is the way a task is performed that needs to be improved. The provincial CSRS will offer a quick, easy way to report incidents, near misses and safety concerns, as well as a means to learn about changes arising from these reports. Although occurrence reporting is already taking place regionally, collecting and aggregating such information into a provincial system will help efficiently identify patterns of incidents and thereby allow these system errors to be identified and improved across all regions.

The provincial CSRS project is a collaboration between the four RHAs' Quality and Risk Management groups, the Newfoundland and Labrador Centre for Health Information, and the Department of Health and Community Services. Currently in the planning and development phase, the provincial system will leverage the CSRS system already in place at Eastern Health. In fact, Eastern Health has been selected as the host site for the provincial system. Further planning will include an analysis of all of the RHAs' current approaches to occurrence reporting to capture best practices. Lessons learned will then be used to support a provincial system that will be tested at a pilot site in Western Health in the spring of 2011 before being rolled out across the remaining RHAs later in the year.

At the core of the CSRS initiative is the goal to improve safety for all patients regardless of where they receive care. The CSRS system will help create and support a culture of safety and learning for all health care providers. It will be used across the continuum of care to help reduce safety-related events and enhance quality of care, while improving information sharing among the RHAs by streamlining existing methods of event reporting and handling.

Ultimately, the provincial CSRS project is about making health care safer for all Newfoundlanders and Labradorians. If you would like to know more about the provincial Clinical Safety Reporting System, please contact the Centre for Health Information at (709) 752-6000.



CSRS Clinical Safety Reporting System

About the Newfoundland and Labrador Centre for Health Information (The Centre)

The Centre provides quality information to health professionals, the public, researchers and health system decision-makers. Through collaboration with the health system, the Centre supports the development of data and technical standards, maintains key health databases, prepares and distributes health reports, and supports and carries out applied health research and benefits evaluations. The Centre's mandate also includes the development and implementation of a confidential and secure provincial electronic health record, including the change management required to support adoption by end user clinicians .

Eastern College Update

The 2009-2011 class only have a Coding Clinical and their Practicum left before they graduate. The Practicum is from April 18 to June 3. Three of the students will be going to the Centre for Health Information: one will be in the Privacy section; the other two will be in the Research and Evaluation section. Two students will be going to the Provincial Perinatal Program at the Jane-way. Two students will be with Serge Beaulieu at St. Clare's. One student will return to Ontario and one student will do her Practicum at Medavie Blue Cross in Nova Scotia. We hope that three students will be able to complete their Practicum at Eastern Health despite all the changes taking place at this time.

Carolyn Nicholson, Program Coordinator, will be returning to Nova Scotia shortly. In the short term, she will be working for the Corporate Office of Eastern College in Halifax.

Carolyn and the students would like to thank the NLHIMA for their help and support over the last two years. The students say a special 'Thank you' to all the NLHIMA members who were willing to be their Preceptors. They also want to thank Gen Tucker for instructing them in their Year 1 and Year 2 Coding Clinical. Thanks as well to all the Health Information Management professionals and others who were guest speakers. All these people and more contributed to enriching the students' experience and providing them with the knowledge and experience they need to be successful.

The following are the students who anticipate graduating and passing the CHIMA Exam.

1. Jennifer Bradbury
2. Jennifer Coish
3. Christa Colbourne
4. Crystal Collins
5. Kailee Edgett
6. Kimberley (Kim) Hanlon
7. Keri Moulton
8. Mahboob Nawaz
9. Kayla Osmond, Ontario
10. Trista Vivian
11. Robyn Walsh
12. Gordon Williams

Shortly, the students will be looking for employment. They would appreciate your support and advice. They look forward to working with you in the near future as Health Information Management Professionals.

Our best wishes to all NLHIMA members.

Submitted by:
Carolyn Nicholson
Eastern College

A message from Carolyn Nicholson

Program Coordinator's Message, Health Information Management Diploma Program, Eastern College, St. John's Campus, St. John's, NL

'The students are just finalizing their Coding Clinical and begin their Practicum on Monday, April 18th.

Carolyn Nicholson, Program Coordinator, has returned to NS to work with Corporate Eastern College. She is the Program Coordinator until the 2009-2011 class graduates in June 2011. The students will be writing their CHIMA Exam on July 13th at Eastern College.

Carolyn wants to thank all the members of NLHIMA who were so supportive and cooperative in providing the 2009-2011 class with Clinical and Practicum. She is sure that all NLHIMA members wish them success in passing the CHIMA Exam and in their up-coming job search.

On a personal note, Carolyn says it was a pleasure to provide a Diploma Program for Health Information Management professionals in Newfoundland and Labrador but it is good to be home. She sends her best wishes to the NLHIMA.'

Carolyn



We hope you have enjoy this newsletter! If you would like to submit information, jokes, cartoons, pictures or anything else of interest to our membership, please contact one of the Communications Committee Members:

Lisa McKenzie, Chair
Janet Forward, Eastern Region
Diane Ryan, Eastern Region
Nikita Burton, Eastern Region
Marion Beckett, Eastern Region
Cindy Barker, Central Region
Harriet Powell, Western Region
Susan Bourgeois, Lab-Grenfell Region

Thanks again—we'll see you again in April