



**NLHRA**

Newfoundland and Labrador  
Health Record Association

*Builders and Leaders in  
Health Information  
Management*

*For  
The  
Record*

**NEWFOUNDLAND AND LABRADOR HEALTH RECORD ASSOCIATION**

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**VOLUME IX ISSUE III**

**AUGUST 2005**

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## **PRESIDENT'S MESSAGE**

Greetings;

It is summer again. Here is hoping that yours is enjoyable.

We have had another wonderfully successful Spring Professional Development Day. It was held on Friday the 13<sup>th</sup> and there were somewhat unanticipated glitches true to the reputation of that day. Yet, thanks to your Education Committee all went well and much was learned. – Thank you from all of us - another job well done.

As you all know, presidents of the provincial health record associations across the country (through the Alliance) have been working to encourage CHIMA to change their somewhat stringent, intractable rules on the writing/rewriting of their certification exam. We asked them to be more flexible and in line with the needs of members of the profession. As you know CHIMA held an open vote for all of its members on this matter in April. I am happy to report that there was overwhelming support across the country, for this the amendment.

The results were officially announced at the CHIMA Conference in Winnipeg at the beginning of June.

This means that anyone, who has passed a recognized health information management program in the past, can challenge the exam now. It has become immaterial whether this is the first or third attempt. In addition, the exam will now be given twice a year. It is planned that this will be June and October. At the moment there is no limit to the number of tries a candidate is allowed. Although it is said that this opportunity will be available for years to come, there is no guarantee that it will be offered in perpetuity.

Thanks to Sharon Penney, candidates at the Health Care Corporation can have their exam costs paid through payroll deduction. Your executive hopes that other regions can offer the same.

There was a second successful CHIMA vote. It asked whether members would consider a new - an AFFILIATE - membership for those in the Health Information field who are not HIMPs. There is no clear indication of the composition of this new membership, but it might open the

door for Medical Record Clerks and Typing Pool Staff. We will keep you posted.

In the future, individuals who not keep their membership in CHIMA current will be stricken from the CHIMA register. I asked for further clarification of this statement, specifically whether this meant a rewrite of the certification exam. I was said that this only means that one has to pay the penalty, meet the new standards and subsequently will be reinstated. This was said the Alliance of Provincial Presidents' meeting by Roseanne Gallant the head of the CHIMA education council.

One new requirement for continuing membership is continuing education. It is said to be patterned after the C.N.A. (Canadian Nurses Association) model. The exact terms have not been finalized but every year in order to maintain ones membership one has to complete x hours of continuing education. It appears that this means that our provincial development days will finally count. It also means that all the CIHI workshops, CHRA and CIHI teleconferences attended, papers published, presentations given etc. will be add up towards meeting this new standard. When we pay our membership we will have to provide the listing. CHIMA then expects to do random auditing. Again we will keep you posted – in the meantime keep your portfolio of courses/activities current.

Elizabeth Hunt, your president-elect, has sent out e-mails to set up study groups for those interested in writing the exam. If you have not received the invitation please contact her with your e-mail address (some addresses were rejected).

We have agreement from some kind-hearted individuals who will work for coffee and muffins to do teleconferences on their topic of expertise. The topics so far are Evidence Based decision-making, Accreditation, MIS, Utilization Statistics and Epidemiology. We expect to give these as teleconferences so every NLHRA member (getting ready for the exam) around the province can participate. However, THIS IS TO BE ON THE CANDIDATE'S OWN TIME. If it presents a

scheduling conflict, then arrangements will have to be made with the candidate's manager.

In addition, we are working on securing current reading lists for candidates. Again, make sure that you are on Elizabeth's e-mail list. If you cannot receive attachments, but only have access to Meditech, perhaps you can provide an alternate e-mail so that the information can be redirected to you.

On another note for those already certified, CHIMA advises that unless one has paid one's membership for this year, one is NOT entitled to use the CCHRA (A) or CCHRA(C) designation. On the advice of their lawyers, CHIMA has the authority to take steps in cases of non-compliance.

In May ARMA – International Association of Information Management Professionals held their conference in St. John's. CHIMA has a strategic alliance with ARMA and the NLHRA was invited to represent CHIMA at their booth. Thank you to Evelyn Connors, Rosalie Haire and Debbie Whalen for helping out.

Like last year, as soon as there is written permission from CHIMA, we will forward the electronic presentation from the CHIMA Winnipeg Conference. (Again be sure that the NLHRA has a current e-mail address with which you can receive attachments. If you feel yours needs updating please send the information to Rosalie Haire.

We have been handed an amazing second chance, which at the onset, we did not think would be afforded to anyone. Let's make the most of it. We do not know what our future holds, but here is another opportunity to take care of our professional credentials.

*Good Luck  
Best Regards  
Ulrike*



**RE: THE EXAMINATION APPLICATION**

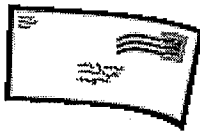
As an original application is required for the examination, please direct your requests for applications to Margaret Neale at: [margaret.neale@chima-cchra.ca](mailto:margaret.neale@chima-cchra.ca)

*Pause for Thought...*

*"Don't you think it's unnerving that doctors call what they do 'Practice'?"*

*--George Carlin*

**NLHRA ADDRESS**



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**COMMITTEE REPORTS**

**NEWSLETTER COMMITTEE**

We have had no negative feedback regarding our method of delivery of the last Newsletter, so we have decided to send the Newsletter again via electronic format.

Thank you everyone for your contribution to our Newsletter. We will send it out to the people in your region with access to e-mail and we will ask them to print for members. If we miss anybody,

could you have them contact me at the email address below?

Thanks to the members of our Committee for input and their continuous support.

**Alicia Trask**

**Editor**

[Alicia.Trask@hccsj.nf.ca](mailto:Alicia.Trask@hccsj.nf.ca)

**EDUCATION & PROFESSIONAL DEVELOPMENT COMMITTEE**

Well! Yes, it was a typical Friday the 13<sup>th</sup> but despite Theater E being double booked, the videoconference equipment not working and having to be very cozy with our colleagues, it was a success!

Isobel Keefe gave a wonderful presentation on mental health and Dr. William Pollett's presentation on diseases and interventions on the colon was very educational. Both presentations provided us with the opportunity to learn and improve our coding skills.

Thank you to the health record professionals who participated in the data quality session. We had 5 sites join via videoconference; Labrador City, Happy Valley-Goose Bay, Stephenville, Corner Brook and Grand Falls-Windsor, we especially thank these participants for their patience with the morning video conferencing issues.

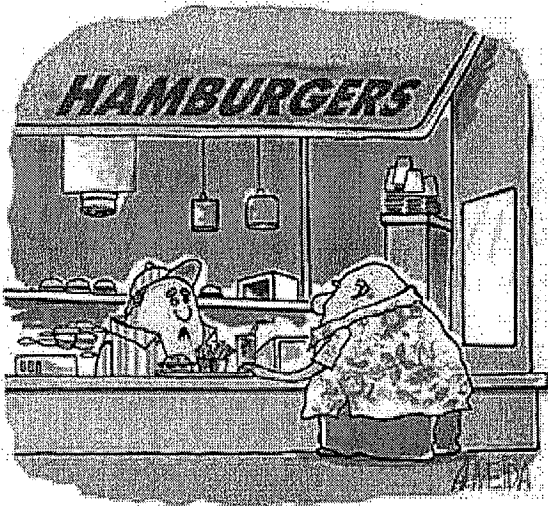
The Education and Professional Development Committee is now planning the Professional Development Day which will be held on Thursday, September 15, at Chateau Park Hotel in Mount Pearl.

This year the Professional Development Day will be held all day Thursday and the AGM will be held on Friday morning. This is the first year for the new format and if this proves to be successful, (that our participation at the AGM does not diminish) we will continue with this format.

I will be resigning as Chair of this committee in September and the committee is in need of new and fresh ideas so please consider volunteering 1 hour a month to help keep NLHRA a professional organization to be proud of.

See you in September...

**Rosalie Haire,  
Chair  
Education Committee**



*"Would you like a bypass with that?"*

## REGIONAL ROUND-UP

### EASTERN HEALTH

HEALTH CARE CORPORATION OF ST.  
JOHN'S - July, 2005

#### **Electronic Health Record**

There are several initiatives taking place to facilitate the realization of an electronic Health Record.

#### **4 Year Implementation Plan**

A business case was submitted to Information Management Committee that supports the EHR 4 year implementation plan. A proposal will now be submitted to Executive Management requesting

the services of an outside consultant to prepare a formal business plan.

**Voice Recognition** technology – Software has been installed and implementation has commenced in Women's Health Program with 2 perinatologists.

**Electronic Signature** by physicians - 35 physicians are utilizing e-authentication Physician driven reports  
The department continues to explore the electronic creation and completion by the user for discharge summaries and operative reports.

**Conversion of paper nursing assessments to electronic format** – has commenced.

**Scanning of Health Reports** – commenced scanning of all Adult ER visits.  
**Paperless Clinic** - The adult Orthopedic clinic successfully piloted a paperless clinic and will continue this process.

**Discontinuation of Mail outs for physicians with Meditech access**  
A working group is preparing a pilot with a family practitioner to discontinue the mail out of reports.

**Position Statement on Content of HR**  
The statement has been approved and is now being implemented. Hard copies of electronic reports are not being generated and filed.

**Documentation Standards**  
A presentation was made at MUN Medical School on Back to Basics in December 2004. We also presented at Corporation Orientation in June 2005.

A research nurse contracted by the Cardiac Care program conducted a chart audit. Her report clearly indicated that documentation was a major issue. The medical staff from the program has approached us for a copy of the documentation presentation and has

had in depth discussions with our Information Specialist re the data.

#### **Telework**

Telework, or working from home has been approved by the Executive Management Team. Expansion of Telework will continue to occur in Transcription Services

#### **NLCHI and CIHI reabstracting projects**

The results were received from NLCHI and CIHI. Documentation issues were raised as issues by both reports. The project reabstracted 2001 data. An interview was conducted by CIHI to review the results and/or concerns.

Since the results of the reabstracting project, CIHI has stated that the HCCSJ documentation has shown an almost 50% improvement.

#### **Corporate Information Management Initiatives**

##### **CIHI Cognos Reporting Software Implementation**

Fiscal years 02/03, 03/04 and 04/05 are loaded with many of the technical issues now resolved. Standard reports are now in the CUBE for managers to access from their desktops, replacing the 3M generated hard copy reports. Starting with April 2005 the Expected Date of Discharge data will be in the cube. Refresher education sessions have been provided to most programs.

##### **Anaesthetic Documentation System**

Implementation continues with the company Datex Ohmeda.

##### **Human Resource Information System**

Continues to be implemented. Personnel Module went live. Recruitment module is being developed.

##### **PACS**

Implementation is completed.

##### **Expected Date of Discharge Program**

The Cardiac Care and Women's Health Program have commenced with the EDD program.

#### **Performance Evaluation & Attendance Management**

Managers continue to complete staff performance evaluations based in part upon productivity standards and attendance management this quarter. The department sick leave absenteeism rate is now below the corporate average.

#### **Data Quality**

Health Record Department meetings continue on a bi-weekly basis. This committee has been doing a great job, arranging education sessions, reviewing standards, highlighting problem areas etc. The errors rate for the HCCSJ is <1%.

#### **Workload Measurement - Ongoing**

Some indicators are now being submitted to Finance on a monthly basis.

#### **Turnaround Standards**

##### **Coding**

April 2005 is completed & submitted to CIHI

A template was approved by IMC that reports on coding standards, submission timelines, error receipt and submission (CIHI and NLCHI), report distribution to programs, Cognos, etc. This is submitted to Information Management Committee on a monthly basis.

#### **Clinical Information turnaround times are now less than the 45 day standard**

##### **Transcription - Outsourcing Transcription Backlog**

We are currently piloting outsourcing with the HCCSJ preferred solution with two vendors: Terra Nova Transcription and Accentus. The pilots will conclude the end of August 2005.

#### **Financials**

The HCCSJ achieved a balanced budget for fiscal 2004/2005.

Sharon Penney,  
Director Health Records

## Quips and Quotes

*"Life does not cease to be funny when people die any more than it ceases to be serious when people laugh."*

*-George Bernard Shaw*

### EASTERN HEALTH

Former Avalon Health Care Institutional Board -  
June, 2005

- **Regional Reorganization:** A regional meeting has been held with the VP of Corporate Services and the Chief Operating Officer. Director positions are currently advertised and it is planned to have these filled by the end of July.
- **Coding & Abstracting:**
  - Carbonear General Acute:  
March 2005 submitted
  - Carbonear General SDC:  
February 2005 submitted
  - Placentia Health Centre:  
March 2005 submitted
  - A.A. Wilkinson:                      March 2005  
submitted

As soon as March's surgical day care abstracts are submitted testing will begin on the Meditech abstract for 2005-2006.

- **Transcription:**

Extra resources have been allocated to address the dictation backlog as turnaround standards are not being met.

- **Filing Hard Copies of Electronic Documentation:**

Hard copies of electronic charts will not be filed effective April 2005. Discontinuing the filing of Radiology reports is also being investigated.

- **Workload Measurement:**

All Health Record and Central Registration staff at Carbonear General has been inserviced on the new workload measurement Order Entry routines. The Health Record Staff at Newhook have also been orientated and will be the pilot site to determine applicability of the routines for the smaller sites.

- **PACS:**

PACS was expanded in May to the Placentia Health Centre for Ultrasound procedures.

- **Nursing Online Documentation:**

ICU staff is now being trained for online documentation in Meditech. All nursing units at Carbonear General will be documenting on line by June.

- **Primary Health Care Project**

The Primary Health Care project at Placentia is progressing as planned. A proposal for funding to cover Video-conferencing has been submitted.

- **Health Information Services Student:**

Carbonear General has one staff member currently enrolled in year one of the program.

- **Information Management Team:**

Information Management Plan for the Board was just reviewed and revised.

*Debbie Whalen*

### PENINSULAS HEALTH CARE CORP

The big news for this region is that Alvin Day has officially retired as of end of January 2005. He will be sorely missed in the office and in the facility, but we wish him all the best.

All coders in the region have been busy working on meeting the CIHI abstracting deadlines. 3M has been a big learning curve.

Like everyone else we are all waiting for restructuring to be settled and the transition agreements to be finalized so that we know where we stand.

Hope everyone has a safe and happy summer.

*Beverley Brushett*

## **HEALTH LABRADOR CORPORATION**

Hello from Labrador!! Not sure these days how to "call ourselves" – the former Health Labrador Corporation has now become the Labrador-Grenfell RIHA. Just as you all are experiencing the changes, our region has expanded to include the entirety of Labrador and the northern "tip" of the island (St. Anthony and region). Again, as you've all experienced, our Board & Executive "levels" have been determined, with a new corporate structure being finalized "as we speak". Regional positions are being decided presently, with a variety of strategies being employed to put these in place: some positions have been appointed, others posted and advertised internal to the region, still others are being posted and advertised externally, with preference being given to internal applicants. In the process, there have been some new positions created both at the Senior Executive and regional levels (i.e. Regional Director of Patient Safety & Quality). At the time of writing, the position of regional Director of Health Records had not as yet been posted.

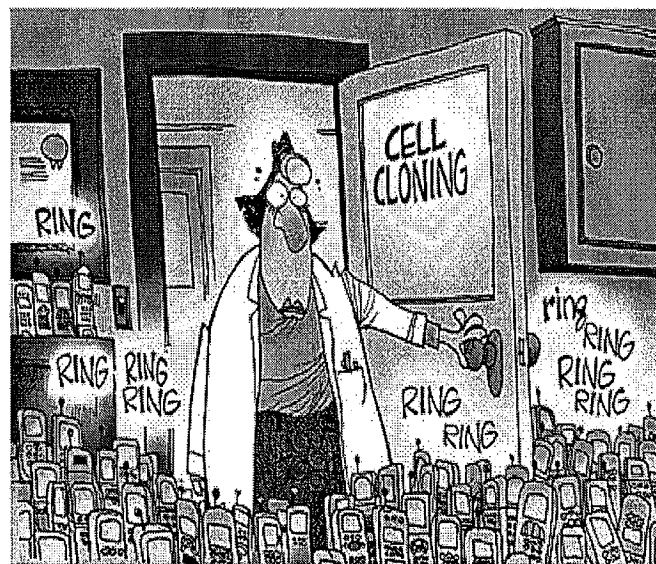
Two major initiative recently announced for the Labrador-Grenfell RIHA will focus on Labrador East (Goose Bay) and Labrador West (Labrador City): we will, once again, be undergoing a major needs assessment, to be carried out by the consulting firm, James Torbert & Associates. This will be a study of "health services and facility infrastructure" for Lab West to consider the need for a new hospital, as well as for Lab East to make plans for a new Long Term Care facility. The study is due to be complete in October – health record staff is anticipating "major" stats requests between now and then!!!

Otherwise, throughout the region, there is currently major emphasis on establishing a formal Occupational Health & Safety program, with work ongoing to finalize a regional policy guide. An administrative intern has been hired for a number of months to get this program off the ground and a new position is anticipated to be created to administer and monitor the program on an ongoing basis.

Finally, it is with mixed emotions that we anticipate the month of August at the Capt. Wm. Jackman Memorial Hospital. Long time coder, Rosemary Gover is set to retire then after almost two decades of service. She has been a key member of the Health Records staff at Capt. Jackman and will be daily missed by her co-workers!!! We wish her, and husband Jerome, nothing but the best for many happy, healthy years of retirement - lots of carefree days traveling the Atlantic provinces to visit family and grand-kids and many hours of handcrafts and projects stashed for years in her infamous "tickle trunk"! Congratulations Rosemary.

Happy and safe holidays to you all throughout the province. Enjoy the summer to renew for another busy year ahead!

Susan Bourgeois



## **NEWFOUNDLAND AND LABRADOR CENTRE FOR HEALTH INFORMATION**

The Centre continues it's collaboration with Canada health Infoway (Infoway) with respect to the development of our Health Information Network (HIN), and is involved

in some new projects with Infoway which will promote implementation and adoption of innovative Electronic Health Record (EHR) solutions. Over the next two years, Infoway will be investing between \$2 and \$5 million towards projects in the areas of innovation in patient access, wait times, patient safety, drugs, home care, primary health care, aboriginal health, etc. throughout the country, and it is anticipated that some of this funding will be awarded to projects originating right here in Newfoundland and Labrador.

Work on the Pharmacy Network continues, with the issue of a request for proposals for a Drug Information System (DIS) being made earlier this spring. Once the proposals were received and reviewed, presentations were made during May, and are currently being evaluated.

The Data Standards and Information (DSI) division of the Centre has recently bid farewell to our Director, Ms. Sandra Cotton, who has relocated to Ontario where she is busy settling into a new position with the provincial Ministry of Health. We wish Sandra all the very best in her new position.

It has been announced that Ms. Ann Vivian-Beresford has been chosen as the successor to Ms. Cotton, and will be taking over as Director of DSI. Congratulations to Ann on her appointment.

With respect to our provincial clinical data, the final edit run for 2003/04 was completed, and all edit corrections are finished. It was noted that there has been a reduction in the number of errors from previous years. Well done!

The Research and Development Division of the Centre for Health Information is working with the Department of Health and Community Services in preparation for the next phase of reports related to provincial health surveys, and has recently completed an evaluation report on the provincial Client Registry. Once this report has been signed off internally, the Centre will make it available to both provincial and national stakeholders.

The R&D division has been involved in a number of project proposals this spring, and it is

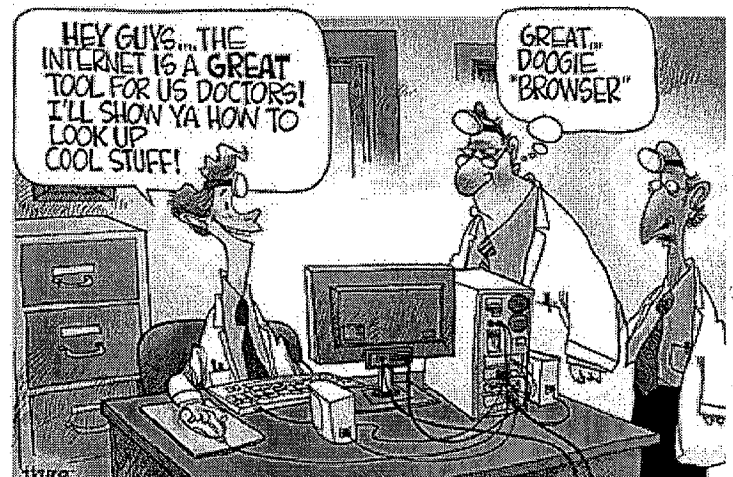
anticipated that this division will remain as busy as ever working with a variety of partners from the medical, and research communities.

More information on the Newfoundland and Labrador Centre for Health Information may be found at [www.nlchi.nl.ca](http://www.nlchi.nl.ca)

Coders are reminded to check out the coding query database found on the DSI webpage!

Have a great summer everyone!

*Michele Bishop*



### **NCTRF – DR. H. BLISS MURPHY CANCER CARE Registry**

Our capabilities have managed to remain a well-kept secret; however, we are on the road to changing that. The staff of the Cancer Registry was pleased to be available for 2<sup>nd</sup> year Health Information student, Cathy Welsh. It is encouraging to see that students are choosing the Tumor Registry Department for a portion of their practical. Accommodating students will help increase awareness of the Cancer Registry, the data availability and what we actually do. We look forward to seeing more students from the Health Information Program come through our department. Good luck Cathy!

### Health Records Dept




One transcriptionist is currently working from home. We currently have a 10-day turnaround time for transcription. Transcription notes, including Social Work and Nutrition, are now accessible in Grand Falls to nursing staff and physicians through Oncology Patient Information System (OPIS).

There has been great progress within the department on capturing and standardizing workload statistics.


Elizabeth Hunt  
HRT/NCTRF

## FROM HEALTH CANADA...SCHEDULE OF HEALTH-RELATED DAYS FOR AUGUST & SEPTEMBER:







### August

Event	Web site / Contact
*Aug. 1-7 World Breastfeeding Week	 <a href="http://www.waba.org.my">http://www.waba.org.my</a>
*Aug. 9 International Day of the Indigenous People	 <a href="http://www.unac.org">http://www.unac.org</a>
*Aug. 12 International Youth Day	 <a href="http://www.unac.org">http://www.unac.org</a>

### September

Month	Web site / Contact
National Arthritis Month	 <a href="http://www.arthritis.ca">http://www.arthritis.ca</a>

Event	Web site / Contact
*Sept. 9 Fetal Alcohol Syndrome (FAS) Awareness Day	 <a href="http://www.healthcanada.ca/fas">http://www.healthcanada.ca/fas</a>
*Sept. 16 International Day for the Preservation of the Ozone Layer	 <a href="http://www.unac.org">http://www.unac.org</a>
Sept. 18 Terry Fox Run	 <a href="http://www.terryfoxrun.org">http://www.terryfoxrun.org</a>
Sept. 19-25 Prostate Cancer Awareness Week	 <a href="http://www.cancer.ca">http://www.cancer.ca</a>
Sept. 19-26 AIDS Walk Week (Walk for Life)	 <a href="http://www.aidswalkcanada.ca">http://www.aidswalkcanada.ca</a>
*Sept. 21 World Alzheimer's Day	 <a href="http://www.alzheimer.ca">http://www.alzheimer.ca</a>

*"Happiness depends upon ourselves."*

## SOME EVENTS IN THE LIVES OF OUR MEMBERS THROUGHOUT THE YEAR.



The ARMA National Conference was held in St. John's from May 8 to May 11, 2005. CHIMA requested that NLHRA man their exhibition booth at this conference. Here are two of the volunteers. Ricki Fisher, Evelyn Connors from the Health Care Cooperation of St. John's. Debbie Whalen from Carbonear General and Rosalie Haire from the Centre for Health Information also helped out.



Standing: L to R : Darlene, Donna, Gloria, Susan. Seated: Rosemary  
Missing from Photo: Edna

The Provincial Perinatal Program is attempting to expand its perinatal database, to include additional health information from all hospitals providing obstetrical services throughout Newfoundland and Labrador. As of January 2005, the Labrador/Grenfell Regional Health Authority has been capturing this information.

Gloria Perera traveled to Labrador City to assist in the perinatal database training to Health Records Technicians.

# Happy Retirement, Betty!!



Betty Pomroy retired after 30+ years of service on April 29/05. Betty started her career in Health Records at the Old General, moved to Grace and to Health Science and finished up at St. Clare's which ironically was where she was born. Betty worked as a Coding Technician; her specialty was coding Newborn and Obstetrics.

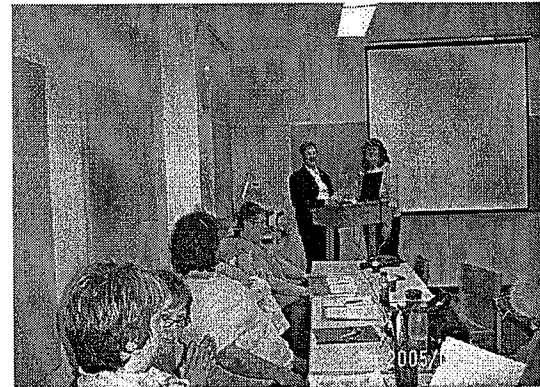
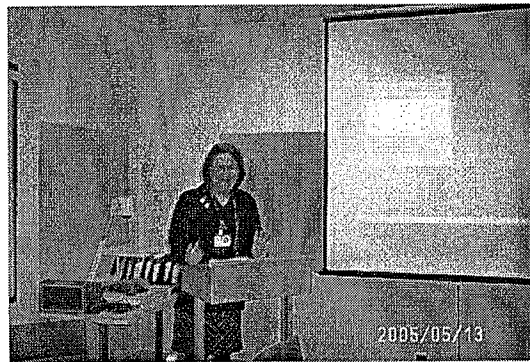
Betty will be sorely missed. We wish her good health and much happiness in her retirement. From all reports Betty is enjoying her retirement.

Lisa O'Connell, Technician 2, St. Clare's Site just recently returned from Maternity Leave after giving birth to a beautiful baby girl named Abby.

Karen Squires, Technician 1, Health Science Site will be saying her "I do's" in August. Congrats!!

## A Few Snaps from the Spring Data Quality Session

Despite a shaky start, a very interesting and extremely educational Session. The speakers were excellent. The Education Committee is to be complimented for their efforts.



So, everyone, that's it for another addition of our newsletter. Hope you've enjoyed catching up on what's going on. May you all enjoy the remainder of the summer, and here's to sunny days!

*The Newsletter Committee*

