



NLHRA

Newfoundland and Labrador
Health Record Association

*Builders and Leaders in
Health Information
Management*

For The Record

NEWFOUNDLAND AND LABRADOR HEALTH RECORD ASSOCIATION

VOLUME IX ISSUE I

JUNE 2004

PRESIDENT'S MESSAGE

Greetings,

We have just enjoyed another remarkable Spring Data Quality Session. Our Education Committee is to be commended for its success. The speakers and their presentations were outstanding. This year, with the aid of video-conferencing technology, members were able to participate at centers across the island and Labrador. As I mention in my wrap-up, we are developing certificates of attendance. We think that our education sessions are as informative, educational and professional as any presentations we are offered. Should you have not submitted your evaluation, including your suggestions for future presenters and topics, then please take the time to forward them. Your submissions are integral to the development of future presentations. Again, thank you to all who helped to make it such an interesting day and of course to directors/managers who allowed time to attend.

This association was built with, built on and grown with volunteerism. It is that spirit which made ours one of the most successful yet cost-contained provincial associations in the country. This is my intro to mention that your association is holding elections this year for its executive positions. Although members volunteer for our committees, your nominating committee had to expend much effort to find/'persuade' individuals willing to stand for election. It is understandable that not everyone is at a point in their life to be able take on such a major commitment. However, the rewards are many. Learning and personal development are just two. There is much support in the structure. The secretary and treasurer are two-year terms. The president has a two-year preparation period and the past president stays on the executive during their presidential term. Fear of inexperience should not be the reason members do not put forth their name. It is important to realize, that without individuals willing to run for office, the

Association is going to fail. Some of the last few elections have been real squeakers. These positions are pivotal to the survival of the Association. The demographics of our membership are such that many of founding members will soon retire. If no-one steps forward to accept the responsibilities of leadership then how will this association survive? Think about it – these are not idle musings – they are real risks.

On another note, to date, taking the second year with the CHA successfully is still the only sure way to be permitted to write the certification exam.

You have been mailed a number of amendments. Proposing new amendments and replying to them is another opportunity to let the association know what you think and the direction you want your association to go.

As was mentioned at the SDQD, because of April's events and for this year only, we will draw for the free membership from all who have initiated payment by the June deadline.

This is all for now. Enjoy our spring weather.

*Until next time
Ulrike*

NLHRA ADDRESS



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COMMITTEE REPORTS

NEWSLETTER COMMITTEE

Greetings everyone! I would like to apologize for the delay in getting the Newsletter out sooner. I would like to thank everyone for their contributions. I would especially like to thank Michele Bishop for her valuable input; she has done most of the work in formatting and assembling the articles for the Newsletter.

Now that we think we know what we're doing, the next letter should be out to you sooner rather than later.

Wishing you all a happy and healthy summer

*Alicia Trask
Editor*

EDUCATION & PROFESSIONAL DEVELOPMENT COMMITTEE

The Education & Professional Development Committee has had several meetings and planning for Data Quality Session and Professional Development Day is underway.

The spring data quality session was held on Friday, May 14 at Lecture Theatre E at HSC. ENT Dr. Ken Burrage presented in the morning and Ms. Clare Bessell presented on obstetrics in the afternoon. Very positive responses were received by participants.

The PDD scheduled for September 17 18, 2004 in Clarenville is in its initial planning stage. However, rest assured staff at Dr. G. B. Cross Memorial Hospital is well ahead of the committee, they have door prizes, hotel is booked and they can't wait to show us a good time at the social.

If you have any suggestions or comments for this committee you can contact any member:

Cathy Welsh
Cindy Smith
Karen Squires
Mary Cutler
Philly O'Grady
Rosalie Haire
Susan Forward
Val Knight

*See you in May at the DQ.
Rosalie*

FINANCE/FUNDRAISING COMMITTEE

First of all, I would like to thank everyone that participated in the Finance and the Fundraising Committees last year. We have since had one meeting via teleconference. We are currently getting ready for the ticket sale for the Fundraiser event for 2004. The prize will be a framed print - "Fresh Snow" by Dale Ryan.

We are encouraging all members to participate in the selling of these tickets and I would like to thank everyone involved in the ticket sale last year. It was a tremendous success. The winner of last year's prize was Doris Vallin.

Philomena O'Grady

PROVINCIAL CODING COMMITTEE

The Provincial Coding Committee is chaired by Rosalie Haire and currently consists of fourteen members. Membership includes representation from all eight Hospital Boards, NCTRF, Statistics Canada and NLCHI. These meetings are held on a quarterly basis at the Newfoundland and Labrador Centre for Health Information.

The Committee last met on March 4th and 5th, 2004. During this meeting we had a presentation from Clare Bessell who is Nursing Education Coordinator at the Provincial Perinatal Program. Ms. Bessell

discussed several related obstetrical coding issues such as Meconium Staining, Group B Strep Screening, Failure to Progress and Dystocia. This was a very informative session for all committee members. Other items discussed were CIHI Error Reports & Bulletins; Provincial Mandates, National Standards as well as coding queries were reviewed and discussed in detail.

These meetings are meant to be informative and interactive. Each committee member is welcome to bring forth any comments, suggestions or issues in their region. Arrangements are usually made to have at least one presenter speak to the committee on topics related to our field and to assist with data quality issues during the two day meetings.

I've sat on this committee for several years and I've discovered that each meeting you learn something new. If you ever have the chance to join this committee I think you'll find that it is a very valuable and rewarding experience!

Cindy Smith

GEORGINA WILLIAMS MEMORIAL SCHOLARSHIP

The sixth annual Georgina Williams Memorial scholarship was awarded in 2003 to Matthew Penney. Matthew is the son of NLHRA member Sharon Penney. He is currently enrolled in a Bachelor of Science Program. We wish Matthew continued success in his endeavors.

Just a reminder that the deadline for scholarship applications for this year must be received by Friday, October 15, 2004.

QUIPS AND QUOTES

“Wit is a sword; it is meant to make people feel the point as well as see it”

G. K. Chesterton

REGIONAL ROUND UP

HEALTH CARE CORPORATION OF ST. JOHN'S

Strategic Plan

A three year (2004 – 2006) departmental operational plan was developed to support the HCCSJ strategic plan. It contains departmental specific objectives, responsible person and timelines.

Quality Report

The 2003 Health Record quality report was submitted and reviewed by the Corporate Quality Committee in February 2004. It was also reviewed by the Board Quality Committee in April 2004 and received commendations on achievements including: reduction in the absenteeism rate, pursuing implementation of electronic health record and piloting of working from home concept.

Fiscal Accountability

A three year financial plan was submitted to Finance in March 2004 outlining initiatives that impact service delivery. A cost containment review was also conducted in March 2004 for each cost center.

Working from home

2 technicians continue to work from home
1 transcriptionist commenced working from home in March 2004

A 2nd transcriptionist will be identified and preparations made for working from home in the near future.

Physician Chart Completion

Gains continue to be realized in more prompt physician completion of deficiencies. Presentations on the chart completion process were given to the Clinical Chiefs and quarterly medical staff. Some physicians have expressed interest in alternative methods of facilitating chart completion (including electronic signature, canned text, and routine summaries).

Electronic Health Record

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

- *Voice Recognition technology* – pilot Radiology/Pathology.
- *Electronic Signature* by physicians.
- *Physician driven discharge* - Conversion of paper nursing assessments to electronic format.
- *Scanning of Emergency Reports* 24 hours post episode commenced September 8th, 2003 at HSC site. The reports can then be viewed electronically from any PC that has the software. A reduction in the number of charts requested by ER has been noted as the reports are accessed electronically.
- *Replacement of transcription server at HSC.* This will increase the speed of getting work assignments, searching for specific clinical reports and running statistical reports.

Documentation Standards

There are only 2 programs remaining to receive presentations that outline appropriate documentation requirements to facilitate accurate coding and abstracting. The presentation includes specific examples of coding variances experienced due to documentation practices. The clinical

information specialists are now presenting to subspecialties within the programs.

This has facilitated greater participation and interest in coding practices and outcomes. Presentations have also been given to the Medical Students.

Corporate IM Initiatives

Cognos Reporting Software implementation
3 Cubes are currently under development.

They are CIHI, Human Resources and Financial.

The Human Resource cube has been implemented and is available to all managers.

The CIHI cube has been created. Cathy and Ulrike have commenced and almost completed training of program management staff. They will also be providing an applied introductory statistics course for program management staff.

Anaesthetic Documentation System

Implementation continues with the company Datex Ohmeda.

Human Resource Information System

Implementation continues. Personnel Module went live. Recruitment module is being developed.

PACS

Implementation has commenced.

Expected Date of Discharge Program

The expected Date of Discharge continues in Medicine and Mental Health. The Health Record Technician code and abstract on the unit with a laptop. The concurrent coding will be suspended in May to allow a catch up with retrospective coding that occurred since the strike.

Performance Evaluation & Attendance Management

Managers continue to complete staff performance evaluations based in part upon productivity standards and attendance management this quarter. Approximately 30% of evaluations were completed by end of March 2004. The department has reduced its absenteeism rate by 7 h per FTE since December 2002.

Data Quality

Departmental data quality committee continues to provide relevant review and instruction to the technical staff. The committee will not meet during the month of May to facilitate attainment of coding/abstracting turnaround times

Workload Measurement

Several workload standards have been determined for various functions within the department. Work has begun in conjunction with the Finance Dept and Info. Man. Dept to have workload roll over from their respective module into the Health Record Department financial statement.

Turnaround Times

The turnaround times were obviously impacted during the labour dispute in April 2004. There was minimal essential staff designated in the technical and transcription divisions of the department. Efforts have been identified to facilitate achievement of the turnaround times in these areas.

Sharon Penney

AVALON HEALTH CARE INSTITUTIONS BOARD

Greetings from Avalon! We are proud to announce that our Accreditation Survey went very well and a three year award was granted.

Our Health Record Technicians are working hard to complete the abstracts for the past fiscal year; we are currently completing February abstracts.

The large backlog in transcription at Carbonear General is a major concern. Extra resources have been allocated to address the backlog; however, progress is slow.

Our Regional Coding Committee will be meeting on June 14th. Any issues from the Provincial Coding Committee will be addressed at that time.

The 5.4 version of Meditech is currently being loaded in our test system and testing of this upgrade will proceed during the summer.

As summer is quickly approaching, we wish one and all a happy and safe summer.

Debbie Whalen

PENINSULAS HEALTH CARE CORP

Accreditation time is upon us again, and all the Teams are busy getting ready for the survey to take place in December this year.

We are scheduled to have the 3M encoder ready for use in April.

Meditech was upgraded to version 4.9 in November 2003, and we are glad to say there were only a few bumps.

Unfortunately, the new Grand Bank facility has been put on hold by government.

The new service of Nurse Practitioner is now being offered on the Burin Peninsula, with two people having been hired.

Beverly Brushett

GRENFELL REGIONAL HEALTH SERVICES BOARD

Cardiac Health Program

A new Cardiac Health Program is being offered at GRHS. It is a six-week program designed to help people at high risk of cardiac events to change their lifestyle to improve their health. Suitable program candidates are those who have several significant risks of cardiac disease. The program includes weekly sessions of monitored exercise followed by education from physiotherapists, dietitians, diabetic education nurse and public health nurse. The aim of the program is to enable clients to achieve a safe level of exercise and education on various aspects of healthy living. After the program the clients are expected to continue on their own using community services that they used during the program.

Strategic/Operational Plan

Grenfell Regional Health Services identified 4 strategic and 3 operational issues through a recent planning process. They are:

Strategic Issue # 1: Improving Health Status.

Strategic Issue # 2: Improving communications with stakeholders.

Strategic Issue # 3: Addressing human resource needs.

Strategic Issue # 4: Promoting evidence-based decision-making

Operational Issue #1: Improving accessibility and sustainability of health and community services

Operational Issue # 2: Increasing community capacity to support health and well-being.

Operational Issue # 3: Addressing need for increased services.

These issues are deemed to have a significant impact on Grenfell Regional Health Services ability to fulfill its mission and vision.

Accreditation Survey

Time flies. It is hard to believe that that time has rolled around again. The Canadian Council on Health Services Accreditation will carry out an accreditation survey of Grenfell Regional Health Services (GRHS) from September 19 – 24, 2004.



Happy Retirement!

Jean Reid, Clerk 1, Health Records Department will retire with 30 years of service at the end of March. We hate to see her go, but wish her well.

Education

Maria Hillier is currently enrolled in the Health Information Services Program.

Founder's Day Celebrations

February 28th is Sir Wilfred Grenfell's Birthday and this year, as in other years, the Organization served a dinner and at that time service awards were presented to staff with 15 years, 25 years, and 35 years of service. Retirement certificates are also presented at that time. Virtue Kean and Peggy Watton, Health Records staff, who retired over the past year, received retirement awards.

Hazel Noel

NEWFOUNDLAND AND LABRADOR CENTRE FOR HEALTH INFORMATION (NLCHI)

Hello All. This is my first crack at putting together a newsletter submission on behalf of NLCHI, so I hope I can give you all a brief overview of our recent activities.

Our Standards division has recently changed its official title to "Data Standards and Information" (DSI), to better reflect the scope of the work performed by this division.

March saw an improvement in the submission of clinical data throughout the province. This is very encouraging; keep up the good work everyone!

The Client Registry Best-of-Breed Project is proceeding on schedule and is expected to be completed by summer 2004. The objective is to upgrade the Newfoundland and Labrador Client Registry/Unique Identification System, which by the way is the first of its kind in Canada, to become the benchmark for development of similar registries nationwide. This undertaking includes software and hardware upgrades as well as comprehensive software auditing, compliance testing, and training to achieve maximum efficiency when the new system begins operation throughout the province.

In addition to the development of a number of pending reports on various health issues, the Research and Development division is currently working on a number of research projects which include the continued maintenance of the National Diabetes Surveillance System (NDSS); the provincial PIRC report for 2004; a collaborative NLCHI/DHCS draft of a report on Early Childhood Development; and a research contract to provide Health Canada with

Aboriginal health indicators for this province.

NLCHI's Board of Management, Privacy and Communications Committee has updated the Privacy, Confidentiality and Access Standards and Guidelines (1999) for the protection of personal health information associated with the Health Information Network. The updated guidelines reflect the pending provincial legislation. Further information on this matter is available on our website.

Since the publication of the last NLHRA newsletter, NLCHI has welcomed several new employees. They are:

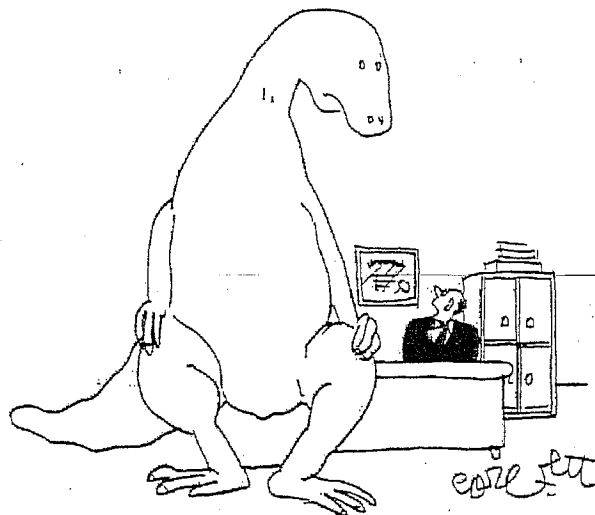
Jeanette Taylor, Communications Division
Reza Alaghebandan, R&D
Cynthia Callahan, R&D
Khokan Sikdar, R&D
Stephen Clark, HIN Division
Tom Alteen, HIN Division
Judy Thorne, Data Standards & Information
Vicki Strange, Data Standards & Information

That's about it for now, folks. For more information on NLCHI's activities, be sure to check out our website at www.nlchi.nf.ca

Michele Bishop



"I'd like a get-well card for my husband and condolence cards for the nursing staff."



"Does your family have any history of extinction?"

CCICD-10-CA MANDATES



Please check out the link below for information relating to CCICD-10-CA mandates and reminders effective April 1, 2004. This link will bring you to the NLCHI webpage where you will also find the latest on Abandoned vs. Cancelled interventions.
<http://www.nlchi.nf.ca/features.asp>

SUMMER EVENTS

June:

ALS Awareness Month
National Spina Bifida & Hydrocephalus Month
Stoke Awareness Month

July:

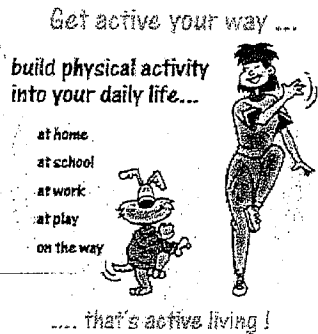
July 11 – World Population Day

August:

August 12 – International Youth Day

September:

National Arthritis Month
Sept. 9 – Fetal Alcohol Syndrome Awareness Day
Sept. 14 – Terry Fox Run
Sept. 21 – World Alzheimer's Day



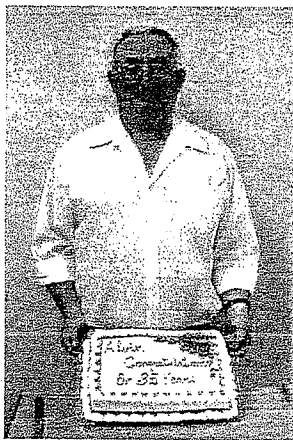
<http://www.hc-sc.gc.ca/hppb/paguide>

TAKE A HIKE!

Anyone looking for local walking/hiking trails this summer might want to check out the link below for a number of scenic trails to visit:

http://healthy.nf.ca/Active_Living/Hiking_Trails.htm

IT'S CELEBRATION TIME!



Alvin Day, Health Records Technician with the Burin Peninsula Health Care Centre, recently celebrated working 35 years. What an accomplishment! He began his career in May of 1969 at the DHCS, Cottage

Hospital Division. He moved back to Burin in 1972 where he worked as a Clerk at the Burin Cottage Hospital. He began his position as Health Record Technician in 1988 when the BPHCC opened.

Health Records helped Alvin celebrate his years of service by having cake and in the department. Alvin is planning to retire in January of 2005. His co-workers wish him all the best and continued success!

"Humor is mankind's greatest blessing."

Mark Twain



A tightwad sitting nervously in a dentist's chair with an aching tooth was told by the dentist to relax. "It will only take a few minutes to pull it," he said. "How much will this cost?" the patient asked. "\$100," the dentist replied. "\$100," for just a few minute's work," the patient snapped. "Well," said the dentist, "I can pull it slowly so you can get your money's worth."

"WHERE DID I COME FROM"?

A boy was assigned a paper on childbirth and asked his parents "how was I born?" "Well honey ..." said the slightly prudish parent, "the stork brought you to us." "OH," said the boy. "Well, how did you and daddy get born?" he asked.

"Oh, the stork brought us too." "Well how were grandpa and grandma born?" he persisted. "Well darling, the stork brought them too!" said the parent, by now starting to squirm a little.

Several days later, the boy handed in his paper to the teacher who read with confusion the opening sentence: "This report has been very difficult to write due to the fact that there hasn't been a natural childbirth in my family for three generations."

HAVE A SAFE, HAPPY, AND SUNNY SUMMER EVERYONE!

I keep
hitting
'escape,'
but I'm
still
here.

