

systems for success

Contents

- 2 In The Hotseat
- 3 Think Green
- 5 Smile Of The Day

Feature Articles

- 3 Lambton Elderly Outreach Tells Their Story
- 4 Hitting the Highroad With the LHINs and Long-Term Care Homes
- 4 Community Mental Health and Addictions MIS Project Success
- 5 Small and Complex Continuing Care Hospitals: Call for Group 1 Participants

What is Business Systems?

Welcome to the first Community Care Information Management (CCIM) Business Systems Newsletter! **Systems for Success** will be your quarterly window into the world of the CCIM Business Systems projects.

CCIM is about delivering better health care to clients at home and in our communities. By supporting the Community Care sector, the program plays a valuable role in improving the health care system for providers, residents and clients. CCIM is implementing common assessment tools and business systems solutions that enable access to the information needed for evidence-based health care planning. (Fig. 1).

Through internal team work and valuable relationships with organizations, CCIM's Business Systems projects have reached many milestones and grown tremendously.

Today, we are actively working on ten projects across the Community Care sector.

Due to this expansion, the need has arisen to keep organizations across the sector up to date with information on the Management Information System (MIS) and Human Resources Information System (HRIS) projects.

These software solutions, allow users to take advantage of all the software's reporting potential, while staying on track with accurate and relevant OHRS compliant reporting data required by the Ministry of Health and Long-Term Care, Local Health Integration Networks (LHINs), as well as between organizations within each sector.

The main benefits of the software solutions, according to the CCIM MIS Senior Project manager, is that "both the financial and statistical software, Microsoft Dynamics GP and the Human Resources and payroll software, Quadrant™, allow organizations to

streamline their internal processes, which in turn gives them more time to spend on enhancing client care."

With growth this fast and many successes to share, we have a lot to talk about. **Systems for Success** will help keep the lines of communication open, allowing you the opportunity to keep in touch with the activities and achievements of our projects, while at the same time providing you with the opportunity to share your experiences as part of the CCIM Program.

We look forward to hearing from you.

What's in a Name?

Choosing a name for any new publication can be difficult. To make sure we found a name that captures the CCIM Business Systems project mandate, the Communications team decided to ask for a little help. The Team received 64 responses and after narrowing them down the name submitted by Adam Segal, Communications Specialist, Business Systems was chosen. Asked about his choice, Adam said, "I wanted to choose a name that encapsulates the purpose of the Business Systems projects and captures the readers attention."



Adam Segal.

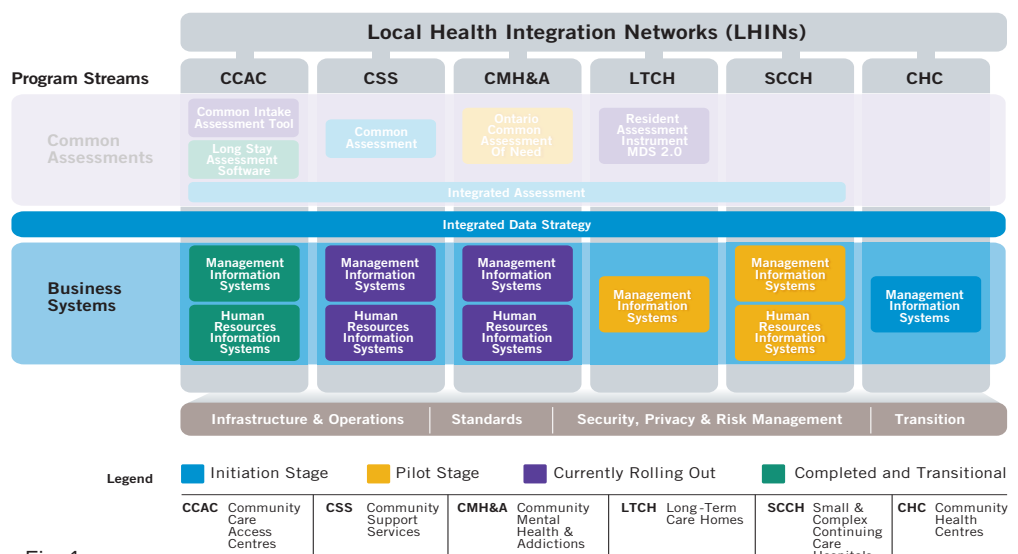


Fig. 1
CCIM Footprint



CCIM's Human Resources Information System (HRIS) Team

Located in a back corner of CCIM's offices high above Bay Street, the HRIS team is the group you hear before seeing. Whether discussing Quadrant™ software or the stylistic advantages of Hawaiian shirts, the HRIS team is almost always happy, humorous and hard working.



Kearie Daniel (KD) from the Business Systems Communications team took a moment to catch up with some of the senior members of the team, Eugene Cortes (EC) Project Manager for HRIS CMH&A, Sajneet Sodhi (SS) Project Manager for HRIS

CSS and Herb Spence (HS) Stakeholder Engagement Manager, to find out what makes the team tick, where both projects currently stand and exactly why they always seem to have so much fun!

KD Let's get right down to business - What is the HRIS project all about and how does it fit into the overall CCIM Objective?

HS Well, the Human Resources Information System (HRIS) project was created by the Ministry of Health and Long-Term Care (MOHLTC) as part of a major business systems initiative to support both the Community Mental Health & Addictions (CMH&A) and the Community Support Services (CSS) sectors with a HR and payroll software solution, Quadrant™. The HRIS project lead is John Phillips and we work very closely with him in delivering our objectives.

KD How does the HRIS project differ in the CSS and CMH&A sectors?

EC They don't necessarily differ in terms of planning, implementation or training for Quadrant™. What is different, are the types and sizes of organizations we work with.

SS Each organization, whether large, or small, is unique and we try and cater to that uniqueness.

KD So, what is your average day like?

EC We have a lot of meetings! We try to ensure that we are managing the resources and project plan effectively and we deal with any issues that arise while staying focused on the organizations and their needs.

SS We are always very busy. We currently have about 100 organizations implementing the software solution. Effectively that means we have 100 projects because each implementation is unique.

KD It sounds stressful, so how do you manage to stay focused?

SS Lots and lots of coffee and a good sense of humour! We have a great team and that makes our job easier. We are all focused on making the project successful!

HS There are a lot of companies where you walk in and no one is smiling. I challenge you to find that here. To be able to laugh a little and enjoy a sense of camaraderie is really important.

KD What do you think makes the HRIS CMH&A and CSS projects innovative?

EC We've developed a demo for Quadrant™ software, with our software vendor, QHR, which the organizations can use to get to know the program. It's something unique to our project and we've received great feedback on it.

SS Another example of our innovation is the fact that we have someone like Herb who is dedicated solely to Stakeholder Engagement. We've created this position where Herb is able to straddle both sectors.

KD So, that brings us to you Herb – how would you describe your role?

HS My role is to try and keep an eye on the bigger picture and bring innovation where necessary.

KD What aspects of your work at CCIM give you the most satisfaction?

SS Definitely hearing from organizations about how Quadrant™ software helps make their day-to-day work easier.

HS You can see the difference you are making. It is real meat and potatoes stuff.

KD Moving forward, what are we going to see from the HRIS CMH&A CSS projects?

EC We've raised the bar when it comes to organizational satisfaction, so as we move forward our biggest challenge will be to continue to sustain and improve.

HS You'll see us working harder than ever to remain active and proactive in meeting challenges wherever they occur.

KD Lastly and this is a hard one....would you describe each other in one word!

HS For Eugene I would say- Engaging. Saj- Organized

SS Herb is the Statesman and Eugene- Caring.

EC Does it have to be one word? I have three...
For Herb- "Steady under fire"
For Saj- "Always on fire"

Hot Off the Press

New Advisory Working Group for CCIM HRIS Team

The HRIS CSS and CMH&A projects are progressing quickly and Advisory Working Groups are now up and running for both sectors. The establishment of these groups means these projects will benefit from the knowledge, expertise and advice of experienced professionals across a range of business and health care fields as the projects move forward.

A Community Support Services (CSS) Management Information Systems Project Participant: Lambton Elderly Outreach

The Community Support Services (CSS) Ontario Healthcare Reporting Standards (OHRS)/Management Information Systems (MIS) project is implementing OHRS in all CSS organizations. The collection and reporting of high-quality OHRS data will enable CSS organizations to better demonstrate efficiencies and effectiveness of services, while implementing best practices in their operations and business policies. The project is also rolling out a financial and statistical management software solution, Microsoft Dynamics GP, to CSS organizations. This software solution will provide CSS organizations of all sizes and scope with a streamlined and automated process for reporting OHRS data to the MOHLTC and Local Health Integration Networks (LHINs).

For Shari Edgar, the days of manually mapping OHRS data are a thing of the past. Shari is a Program Manager at Lambton Elderly Outreach, a Community Support Services (CSS) organization with approximately 60 employees. Lambton Elderly Outreach was one of the first CSS organizations to become OHRS-compliant and start the process of implementing the software solution offered by the CSS MIS project, Microsoft Dynamics GP, approximately a year ago.

The decision to move from their old accounting software was an easy one. "The timing of the new software was perfect for us," says Shari. "Our existing accounting software package was outdated and no longer supported. We were concerned that it would not meet the reporting needs of the organization. Once Microsoft Dynamics GP became available, we didn't bother looking at any other accounting software packages; it met all of our reporting needs. With this new software, we now have the ability to input statistical information in the software and it comes out as a final product report. This is a great benefit for us."

Jump in and do it! Frustrations that may be experienced will be worth it in the end.

One of the biggest bonuses and most immediate differences that Shari experienced after switching to Microsoft Dynamics GP was the time savings in submitting reports. "Before using Microsoft Dynamics GP, it took us up to a week

to submit an OHRS trial balance by the time we completed all the data manipulation. Our most recent trial balance, using Microsoft Dynamics GP, only took us half an hour and we only had to make one submission attempt to get our green smiley face!"



Shari Edgar, Program Manager
Lambton Elderly Outreach

Another highlight that Shari experienced, is working with the CSS MIS implementation team through any challenges she faced during implementation. She also mentioned that, "organizations should take advantage of the mentors that are available. Having the CSS MIS implementation team available during the process is wonderful, but it's nice to get advice from a similar organization that has already gone through the process."

When asked what advice she would offer to organizations that are not yet using Microsoft Dynamics GP, Shari exclaimed, "Jump in and do it! Frustrations that may be experienced during the implementation process will be worth it in the end."

Did You Know



Here are some key facts about the CCIM Program you may not know.

1 The CCIM Program started in 2003, focusing on one Community Care sector. Since then, the program has grown tremendously and is now active across six Community Care sectors in Ontario.

2 In 2009, CCIM added the HRIS project to the CSS and CMH&A sectors and initiated projects in both the SCCCH and CHC sectors in Ontario.

3 Our most recent Pilot project, in the Long-Term Care sector has just been successfully completed and the call has gone out for Group 1 Participants

Business Systems says ...

Think Green

Think you can only go green at home? Think again! Going green at work can be just as beneficial for the environment as recycling or composting at home. Here are a few tips from the CCIM Business Systems team to keep your work life green.

Become waste free! Canadians use over eight billion disposable cups a year. Get rid of those pesky bottles of water and get a reusable bottle instead. Do the same thing for your coffee or your tea and you'll be doing your bit to help save the planet.

Save the trees! Over 170 million trees are cut down every year for the paper that's used in Canadian offices. Use both sides of paper when printing and save a tree!

Long-Term Care Homes Ontario Healthcare Reporting Standards, Management Information Systems Project

The LTCH OHRs/MIS Project is an exciting initiative dedicated to ensuring consistent and accurate financial and statistical reporting standards across the LTCH sector. To engage homes in the project, a series of Travelling Roadshow information sessions kicked off in the summer and continues across Ontario during the fall.

The show has truly hit the high road for the Long-Term Care Homes (LTCH) OHRs/MIS project.

Starting in June and running through September, the CCIM LTCH Team members are putting on a travelling road show to introduce this exciting initiative to Long-Term Care Homes (LTCH) throughout Ontario.

Hosted at various LHIN locations, the presentation includes an engaging information session with comprehensive project overview, preparation for signing up, a question and answer forum and an update on the pilot project.

“Our aim is to ensure homes have enough lead time

The overarching aim of the sessions is to increase awareness and understanding of the endeavour to facilitate homes participating.

“Our aim is to ensure homes have enough lead time to know what’s expected of them when they sign up, including how to set up their accounts and track information,” says Project Manager Vivi Herlick.

So far, the road show has made its way to Scarborough, Peterborough, Courtice, North Bay, Sudbury, Markham and Thunder Bay. Participants have found the sessions to be very helpful.

“We have seen evaluations of the road shows and the results are excellent,” Herlick says.

“People really appreciate that we are being proactive by giving them so much lead time – we’re achieving exactly what we aimed for.”

More travelling road shows are scheduled for the fall.

To find out more, please contact the project support centre via email at OHRSLTCH.moh@ontario.ca or by calling 416.314.7365 or toll-free at 1.866.909.5600.



The CMH&A MIS Project: One Organization Shares Their Story

The CMH&A MIS project is rolling out Microsoft Dynamics GP, a financial and statistical management solution to help organizations collect and report Ontario Healthcare Reporting Standards data to improve efficiency and accountability. As the project continues to rollout the ministry funded software, organizations are speaking out about the impact the software is having on their overall reporting capabilities and workload.

Mary Parker, Accountant, Mental Health Services - Hastings Prince Edward Corp wears the only financial hat at the organization of close to 45 staff members. Working with an older accounting system and handwriting cheques were weighing heavily on Mary's shoulders. It was time for her to upgrade her system and in July 2008, Mary adopted Microsoft Dynamics GP, the financial and statistical software solution offered through the CMH&A MIS project.

Mary saw this opportunity as something her organization could benefit from, especially since it gave her a solution that could fulfill her reporting needs internally to senior management and externally to the MOHLTC and the LHINs.

To balance her workload, she decided to implement in stages. She attended the four day initial training and says that with the help of the project's support team she was able to transfer her data and submit her first trial balance using the software in the second quarter of 2008/09. "The support team is really good and my questions are

usually answered within a day." Mary also attended the FRx (reporting tool) training course and looks forward to using it for her internal management reports. "Once it is set-up, I know it will be a powerful tool for management decision-making."

To date, Mary has submitted her second and third quarter trial balance reports, as well as the most recent year-end trial balance using the software. "Each time I went through a submission it was better and the last one I did was the easiest." Mary's experience prior to using Microsoft Dynamics GP was time consuming and error prone, as each quarter she mapped her account numbers to the Ontario Healthcare Reporting Standards (OHRs)/MIS numbers and then transferred her trial balance to the OHRs/MIS form. Now Mary's chart of accounts is already set-up

in the format required to meet OHRs/MIS reporting needs. Since the transition to Microsoft Dynamics GP, it is no longer necessary for Mary to map her accounts each quarter to submit the trial balances. The software significantly reduces the time and effort required to create the trial balance to just a few simple steps.



New Project to Enhance Back Office Processes in Small and Complex Continuing Care Hospitals

Small and Complex Continuing Care Hospitals (SCCH) represent an important facet of patient care in Ontario. These are facilities with less than 100 patient beds or those that provide complex continuing care to patients suffering from long-term illness or disabilities.



A new project being led by the Community Care Information Management (CCIM) program, with support from the Ontario Ministry of Finance through the OntarioBuys initiative and the Ontario Ministry of Health and Long-Term Care (MOHLTC), will integrate standardized Ontario Healthcare Reporting Standards (OHRS)/Management Information Systems (MIS)-compliant reporting tools in up to 25 SCCH by March 31, 2010. CCIM's objective is to introduce business systems which facilitate timely access to services and performance metrics and consequently provide integrated cost effective and efficient health care. The software solutions offered will support financial, statistical, materials management, Human Resources (HR) and payroll functions.

Furthermore, implementation will facilitate the submission of mandatory standardized reports to the MOHLTC and their corresponding Local Health Integration Networks (LHIN), to comply with the OHRS. This will enable organizations to improve operating efficiencies and enhance the overall quality of care available to Ontarians.

CCIM is **currently accepting volunteer organizations** from SCCH to participate in Phase 1 of this exciting new project. However, there are a **very limited number of spaces** available, so if you are interested in participating and your organization fulfills the following requirements, CCIM would like to hear from you today:

- Have less than 100 patient beds
- Senior Executive within the organization willing to sign a Letter of Commitment for the process
- OHRS compliance
- Can demonstrate the ability to implement the software solution within the agreed timeframe (financial/statistical and materials management by December 2009; HR/payroll by March 31, 2010).

To accept this invitation to participate or for further information, please contact the SCCH project team at the project support centre at SCCH.MOH@ontario.ca. We look forward to sharing this exciting initiative with you!



Smile OF THE Day



Think your commute to work is bad?

Contact Us

777 Bay Street | Toronto ON, M5G 2C8

Local Tel 416.314.7365

Toll Free Tel 1.866.909.5600

E-mail CCIMSupport.moh@ontario.ca