

systems for success

Contents

1	Letter from the Editor
1	CCIM Safeguards Stakeholder Information
2	CMH&A Organization "Live" with Business Systems Solutions
4	Dementia Alliance Shares Experience About HRIS
5	CHC OHRS/MIS Project Responds to Request for Information from CHCs Across Ontario
6	"Greening" Your Commute
7	Three Software Solutions Offer Bevy of Benefits for Long-Term Care Homes
8	SCCH Motivated to Participate in the MIS and HRIS Projects
9	CSS MIS Reaches Important Milestone



Letter from the Editor

As we continue to enjoy the much-anticipated Summer months, we are excited to present our second issue of Systems for Success for 2010.

In this expanded issue, we have a new contributor – the CCIM Security, Privacy and Risk Management team – who is tasked with security and information risk management. Here, they share the details of the CCIM Information Security and Privacy

Management Program, ISPMP, which kicked off in Fall 2009.

We have articles from our projects, outlining their experiences in implementing the MIS and HRIS software solutions; we hear what HRIS program participants have

to say and hear from LTCH about the three separate software solutions offered to the sector.

As always we have added some tips on Green living; a Smile of the day and an open invitation to you to send your feedback to communications@ccim.on.ca.

CCIM Safeguards Stakeholder Information



CCIM's Security, Privacy and Risk Management Team (SPRM) has rolled out a number of initiatives to ensure that CCIM program members and clients understand the importance of protecting the privacy of their own – and clients' – information and of the practices that contribute to maintaining information security across the program.

The team has developed and continues to update approximately 50 security and privacy-related policies and standards. Some are general and apply to all, while others are specific to certain roles in the program.

CCIM's Security, Privacy and Risk Management Team (SPRM) has rolled out a number of initiatives to ensure that CCIM members and clients understand the importance of protecting the privacy of information and of the practices that contribute to maintaining information security.



Security policies are the SPRM team's main tool for accomplishing their mission. These policies ensure management and external stakeholders that CCIM is meeting its obligations for responsible and effective information risk management.

One of the SPRM team's initiatives is the Information Security & Privacy Management Program (ISPMP), which is based on information security industry standards and on the Government of Ontario privacy standards.

As part of the ISPMP, which was launched last Fall, the SPRM team has delivered more than 25 mandatory introductory awareness training sessions across CCIM, **continued on page 3**

CMH&A Organization “Live” with Business Systems Solutions

Marlene Brazeau from **Minto Counselling Centre** shares her experience implementing the Human Resources, payroll and financial software solutions offered through the Community Care Information Management (CCIM) program.

Minto Counselling Centre is a bilingual community mental health agency located in Cochrane with two satellite offices in Iroquois Falls and Matheson. They provide a range

“...ever since I’ve had Microsoft Dynamics GP I feel more relaxed, I feel like I’m in control of the information and I can better manage it.”

of bilingual mental health services to an adult population living with a mental illness or serious mental health related problem. Marlene Brazeau works at the head office in Cochrane where she manages Human Resources and Finance, as well as Administrative Services.

With a staff of 17, Marlene is committed to ensuring all HR, payroll and

financial areas are effectively managed for the organization and the people that deliver the valuable services across three diverse communities. These services include counselling treatment, abuse and aboriginal services, case management, early intervention, social recreational activities and crisis intervention.

Minto Implements Quadrant

Marlene implemented Quadrant in November 2009 with the support of the Human Resources

me out. I’ve had to do some interesting payroll and there is always someone at the end of the phone. You are dealing with dollars and paying people. If I make a mistake someone is going to have more or less money. I have to go through the payroll with a fine tooth comb. The project team have the staff to support and assist. My transition has been very challenging, but I knew I was in good hands. I was careful and so were they.”

Minto Implements Microsoft Dynamics GP

Following the implementation of Quadrant, Marlene realized that she needed a comprehensive and reliable accounting system and went “live” with Microsoft Dynamics GP on April 1st, 2010. “The project is excellent in assisting with the implementation. They really pave the road for you; they tell you what you need, what you should be thinking about, what the challenges will be. They are very knowledgeable about the system and MIS accounting needs.”

The MIS and HRIS software solutions came at a good time for Minto as their previous system was not entirely adapted for Ontario Healthcare Reporting Standards (OHRS)/Management Information Systems (MIS) reporting. Marlene was doing a lot of reports by hand using spreadsheets and it was very time consuming. So when these projects came out, she was really interested in them. “Before the implementation of Microsoft Dynamics GP, it took over a week and a half and this meant working evenings and weekends. It was tormenting, very tiring. Every time the MIS submission was due I’d get nervous. Now with these systems implemented it’s a charm. I was able to do the submission in a few days. Now with Microsoft Dynamics GP implemented, things are done as we go along; I accumulate the information as per MIS requirements on a day-to-day basis so when I get to submission time my information will be ready.”

Reporting Needs are Met

Marlene recently attended the Microsoft FRx reporting training session and was very impressed with what the software solution has to offer. “You can do almost whatever

you want, the system can provide all kinds of reports in different ways. We provide the MIS Trial Balance to the Ministry and the reports to the LHINs. We provide internal reports to the Executive Director and the Board and I need different reports myself in different styles to verify the information. Even if we are out of balance and I want to find out where the mistake is, I can print off reports that will tell me exactly what the entries were.”

“I’m not kidding, ever since I’ve had Microsoft Dynamics GP I feel more relaxed, I feel like I’m in control of the information and I can better manage it.”

Marlene shares her favourite aspects of Quadrant and Microsoft Dynamics GP

Quadrant

“Quadrant is very thorough. It holds all the information for each employee. If I’m looking for something I can go in there, find the employees addresses, phone numbers, rates of pay, change of levels and positions; everything is there. It’s a matter of pushing buttons and you get your information. There is also a lot of analysis, such as stats on sick leave and absenteeism, when they occur, which helps in attempting to find the reasons for the absenteeism and it calculates vacations. I find it user-friendly.”

“Quadrant is very thorough, I find it user-friendly”

Microsoft Dynamics GP

“The accounts payable system – I love it! When it comes to printing cheques, I get all excited. When you want to know if an invoice has been paid you can find it there, find a vendor and find what was paid to them. I didn’t have that before. I had to go through my pile of cheques and invoices one-by-one. It was a challenge for me then, but now it’s all there. It’s fun, I like doing it. Now that the wait is over; now that I’ve implemented and I’m on my way to mastering the system, it’s a nice challenge to learn. I’m sure lots of accountants will feel the same as I feel.”

Message to other organizations

“Take the plunge! When you change systems you feel like the rug is pulled from under your feet. You have to put trust in the system. At some point I said let’s go, just do it and I didn’t look back. I’m glad I did because the solutions are working really well for me.”



Information Systems Community Mental Health and Addictions (HRIS CMH&A) project team. “The support is absolutely amazing. Whenever I did my payroll and I needed help, I had someone on the phone with me helping

CCIM Safeguards Stakeholder Information

continued from page 1

focusing on four key policies governing acceptable use of CCIM technology, incident management, physical security and information classification. The sessions are now also part of the HR orientation for new hires.

SPRM team members who delivered the training say participants found the sessions extremely useful and expressed an interest in learning more about privacy issues specific to health care. Many also indicated in follow-up questionnaires that the training helped them understand how they can better support the security and privacy practices set by the CCIM ISPMP initiative, he says.

Within 48 hours of attending the Awareness session, participants must successfully complete a mandatory web-based quiz testing their knowledge of the key messages. 80% is required to pass and if participants fail to reach this mark after two attempts, they are required to attend an additional training session.

The SPRM team has also developed a set of FAQs to answer the questions that often crop up, such as whether it's OK to surf the Internet at work.

Since the awareness campaign, program members have become more comfortable approaching SPRM and asking questions and offering information around security or privacy-related issues, which is something we all benefit from.

Anurag Chanda, Lead: SPRM, says, "I am confident that the ISPMP has made us all more aware of the need to protect the integrity of the information we handle or have access to and we are confident that it will conti-

nue to make our external stakeholders comfortable that we are cognizant of the need to protect and secure the information that we manage on their behalf."

During the coming months SPRM will continue to implement the ISPMP accompanied by specialized training for groups with special access to highly sensitive information as well as updating the current general training to all program members.

For more information on the CCIM ISPMP initiative, please contact sprm@ccim.on.ca.



Smile OF THE Day



Dementia Alliance Shares Experience About HRIS

Karen Pagliaroli, Manager of Finance and Michelyn Sciannella, Chartered Accountant for **Dementia Alliance** share their experiences with the HRIS Project and the software solution Quadrant.



Karen Pagliaroli (KP) I've worked for this organization for 11 years and I have seen a lot of changes over the years. The introduction of the HRIS Quadrant software has definitely been one of the best changes. About four years ago, we started implementing the MIS software, Microsoft Dynamics GP. It became apparent pretty quickly that there was a piece missing, which was payroll. So, I was very excited to hear about Quadrant and the HR and payroll modules offered through the HRIS project. I had no idea it would be as powerful as it is!

Michelyn Sciannella (MS) As my role is more of a reporting one, I was interested in Quadrant's ability to interface with Microsoft Dynamics GP. Right now, completing our Trial Balance reporting is quite cumbersome, because a lot of the information has to be input manually. I believe that having the HRIS payroll module will really help with that. We haven't gotten to the stage yet where everything is running smoothly, but I can see where the benefits will be, especially

in time savings.

When I was preparing the Trial Balance previously, I would have to pull statistics and hours worked and input the information all manually into Excel. I would then use that information and transfer it to files for submission of the MIS Trial Balance.

Now, once we have the interface between Quadrant and Microsoft Dynamics GP it will

be an automated process. I can just run the report and there won't be any manual adjustments or Excel spreadsheet work.

KP I would absolutely agree with everything Michelyn has said. Having to input information into an excel spreadsheet and then match it to accounts, was very time consuming. Having the Quadrant payroll module means that our information is

now not only easier to tabulate, but also much more accurate.

With 40 staff at five sites, translating information into an excel spreadsheet for MIS purposes was a very time consuming task. The new software has eliminated the need to track using an excel spreadsheet and this has made a huge difference for us.

The other thing that is important for organizations to know is that even though we were quite excited about the Quadrant payroll program there is always apprehension when you decide to take on a new product. However, we had HRIS staff come to meet with us on a number of occasions. They reassured us and told us how the roll-out would work. That peace of mind was critical. It was great!

MS When I look back on the implementation of the software, I have to say that the people we had for our team did a wonderful job. They were very supportive. We worked very closely with Dave Ellis from the HRIS implementation team to make sure that everything was running smoothly. Even our training was great. We had wonderful instructors on the Toronto course. They were helpful, patient and answered all of our questions. It was a very positive experience.

KP That's true, the two staff that we had at the payroll session were fantastic. They knew

the program really well. It was never a problem for any of us to ask questions.

MS One of the best things about the Quadrant software is the tracked time feature in the Payroll module. This has really changed the way we are able to work and has made us much more efficient. It's a big pro!

KP Having this software is absolutely great! I was initially interested in the Payroll module and was pleased and excited to learn about the HR module and its uses. At this time, we are not using the HR module to its full capabilities, but I am sure that once we do, it will also have a drastic impact on the way we work. I am really pleased that we were in on the ground floor. There isn't anything along the way that I would trade. It's all taken care of for you. Of course we have had some problems, but the



Karen Pagliaroli, Manager of Finance and Michelyn Sciannella, Chartered Accountant for Dementia Alliance

HRIS Support Centre is always there. Any time there is an issue, it is just a matter of a phone call to get the problem resolved. The four or five hours I now spend every two weeks doing the payroll is a drop in the bucket compared to what it was before!

For more information or to join the HRIS CSS or CMH&A project please contact the HRIS Support Centre:

CSS organizations: css.hris@ccim.on.ca

CMH&A organizations:

cmh_a.hris@ccim.on.ca

CHC OHRS/MIS Project Responds to Request for Information from CHCs Across Ontario

How will Ontario Healthcare Reporting Standards (OHRS) improve our current reporting? Will OHRS replace other reporting mechanisms? Do Community Health Centres (CHCs) need to revise their internal Charts of Accounts? What software will I need for my OHRS submission?

These are just some of the questions posed by attendees in the recent series of regional meetings conducted by the CHC OHRS/MIS project team in the South West, GTA, Northern, South East and Central East regions of Ontario.

The meetings focused on an overview of the OHRS and high level details about project objectives and timelines. They were scheduled in response to a request for additional information from those CHCs not yet involved in

the project. Executive Directors, (EDs) from CHCs across the province were invited to attend these meetings along with senior Finance Managers/Leads and other CHC staff who could benefit from additional information related to the implementation of standards into CHCs.

Attendees had some great questions and overall seemed interested and excited to get started with the implementation of CHC-specific OHRS. Multi-sector CHCs, which

receive funding from other sectors such as Community Support Services or Community Mental Health and Addictions are already OHRS-compliant for certain portions of their funding. These CHCs were able to comment in detail about the implementation of standards within the other sectors which they are associated with and in some cases could provide feedback to the group related to the changes involved in becoming OHRS-compliant. Notably one CHC commented that implementation of CHC-specific OHRS is "not something to be afraid of," adding that "the OHRS chapter will help a lot and the implementation of OHRS will most likely impact the finance department the most," indicating that it would be a good idea to prepare accordingly.

What became resoundingly clear was the CHCs eagerness to get started in the planning and preparation for the implementation of the standards in late 2010. In response to this interest, the project team has committed to developing a high level roadmap which will outline the major milestones for each phase of the project and indicate how the EDs can prepare. A frequently asked questions (FAQ) document will also be drafted based on the questions asked during the meetings. The FAQ will provide some background information and be circulated to all meeting participants as a reference document. A few selected questions from the meetings have been outlined below.



Selected Questions

1 How will Ontario Healthcare Reporting Standards (OHRS) improve our current financial reporting?

- The OHRS/Management Information Systems are the financial reporting standards mandated by the Ontario Ministry of Health and Long-Term Care (MOHLTC). The information from your internal financial Chart of Accounts will flow into the OHRS/MIS Chart of Account so that you can report on the funds you receive from the MOHLTC. The data collected by the Ministry of Health and Long-Term Care will be available in the future to the whole sector in accordance with standard definitions so that a comparative analysis can be conducted which will illustrate the types of activities and services delivered by the sector.

2 Will OHRS replace our other reporting mechanisms?

- No. However, it will standardize the way the sector reports OHRS to the MOHLTC. Over time changes may be made to other reporting mechanisms based on the availability of sector data in the OHRS. You will need to do a mapping exercise. Map your internal Chart of Accounts to the OHRS Chart of Accounts. To facilitate this, discuss it with the clinical and programs representatives within your CHC to review the mapping, since each CHC is accountable for their own reporting.

continued on page 6

Selected Questions / continued

3 Do Community Health Centres (CHCs) need to revise their internal Charts of Accounts?

- No, but you do have to map data from your internal Chart of Accounts to the OHRS framework.
- Some organizations have used this as an opportunity to make changes to their internal Chart of Accounts, but it is not necessary to successfully complete the project.

4 Will we be trained and is training provided individually to each CHC?

- Training will be provided and includes 1 day OHRS/MIS and mapping and 1 day of Submission training. Training will be arranged for clusters of CHCs, but will not be provided for individual CHCs. French training will also be provided.
- CHCs are responsible for accommodation and travel expenses, however the training course itself is free

and refresher training will also be available on an ongoing basis.

- CHCs can send as many attendees as they wish and each attendee can attend more than once, if required.

5 What software will I need for my OHRS submission?

- No software is required for standards submission. You are required to map your internal data to the OHRS framework and submit the data through a data file to the MOHLTC database via the Internet.

6 Where can I get more information about this process and training?

- Please email the CHC OHRS/MIS Project Support centre at chc@ccim.on.ca.

“Greening” Your Commute

One of the most instantly gratifying and fun ways to create positive environmental change is to choose your mode of transport carefully. Many transportation options are not only enjoyable but cost effective and kinder to the environment. Consider the following...

Public Transit

As many of you already know, commuting time can equal some precious “me” time. This can include escaping into a book, tuning out with your favourite tunes or even the occasional well deserved nap.



Cycling/Walking

This is a great way to burn calories and enjoy our precious Summer months. This invigorating and cost effective option only gets better when you bring along your MP3 player, adding an instant soundtrack to your Summer commute.



Carpooling

Carpooling has gone high tech. You can connect with people you live and work near through online commuter sites like: <http://www.carpoolzone.smartcommute.ca/en/my/>

This is a great way to share transportation costs as well as take advantage of HOV lanes.



Many organizations offer carpool “VIP” parking spaces or another great idea is a Green Commute Raffle. Choose a day of the week and collect names of everyone who chose one of the above options to get to work and draw for a fantastic prize. There are so many great ideas on how we can reduce our society’s oil dependency and do our bit for a greener future. Send us your environmental tips and tricks so we can share them in our next issue.

Three Software Solutions Offer Bevy of Benefits for Long-Term Care Homes

Choosing the right software solution can make the world of difference for your organization. Now imagine if you had the choice of three solutions! That's what the Long-Term Care Homes OHRS/MIS Project is offering project participants.



Tabor Manor, St. Catharines, ON

A Full Solution, Bridging Solution and a Statistical Repository are being provided to homes to streamline the OHRS submission process, help reduce costs, save time, ensure data accuracy and much more.

Read on to learn about these innovative solutions and how the project team will provide hands-on training and ongoing support to make the software implementation seamless.

Full Solution

The project's newly minted Full Solution is Microsoft Dynamics GP, including Quadrant's MIS Suite and Resident Management System.

This comprehensive financial and statistical management software solution facilitates the OHRS/MIS submission and provides a complete Enterprise Resource Planning System.

"The major draw card for us to implement the Full Solution is the support and training from the project team," says Rob Sutherland, finance manager with **Pleasant Manor and Tabor Manor**, which will be one of the first homes to implement Microsoft Dynamics GP.

"By starting early, we believe we will have a grace period of getting used to the solution and will take advantage of getting in on the front wave of training." The implementation is slated to kick off in April/May 2011.

Bridging Solution

The Bridging Solution is an innovative application that enables you to continue using your current accounting system by automatically converting the financial files you prepare, into an ASCII file, which is OHRS compliant.

"The Bridging Solution is a great addition to the whole process," notes Suzanne Gaulton of **Tufford Nursing Home in St. Catherine's, Ont.** "It was very easy to use once all the work on my end was completed."

Gaulton notes that she received good training on the application, as well as helpful support from the LTCH OHRS/MIS project team during the submission process.

"I knew the support team was there at the end to see me through any difficulties I ran into," she relates.

Statistical Repository

In addition to providing the capabilities described in the Bridging Solution, this solution offers a practical and helpful statistical repository. Homes will be able to electronically upload – via a secure hosted server – and store statistical data. This data will be retained, enabling homes to access it and/or submit it for OHRS compliance, as required.

Several one-day, hands-on training sessions to learn how to use the Bridging Solution and statistical repository will be hosted by the project throughout July and August.

"The Bridging Solution is a great addition to the whole process."

To register for training, please contact our Support Centre at **1.866.909.5600** or email ohrsltch@ccim.on.ca. Press Option 7 for Scheduling and then Option 2 for LTCH MIS.

A Fully Integrated Solution and Readily Available Support Motivates Participation in the SCCH MIS/HRIS Project

"The key feature which motivated us to participate in the project was that it is a fully integrated financial software solution," commented Pam Wesson, Finance Manager at **Stevenson Memorial Hospital** during a recent interview to discuss the hospital's participation in the Small and Complex Continuing Care Hospitals(SCCH) Management Information Systems (MIS)/Human Resources Information Systems (HRIS) project.

The SCCH MIS/HRIS project is implementing MIS and HRIS software solutions entitled Quadrant Financials and Quadrant Workforce respectively, into SCCH across Ontario. During a recent interview, Pam Wesson was asked to comment on the implementation of Quadrant Financials; one half of the software solution. Similarly Suzanne Bouchard, HR Manager at **The McCausland Hospital** was asked to comment on Quadrant Workforce the second half of the software solution to discuss the motivational factors involved in their decision to participate in the project.

"In moving to new software you have to expect that processes will change and accept the changes that will have the biggest impact," reflected Pam. However, "while change can be the biggest fear" when moving ahead with new software "it really is a good thing and every process needs to be reviewed once in a while. I think it's a really great move to take that challenge and say yes, we can do

this as an organization."

Anxiety amongst the hospital team about a new way of doing things was a challenge that Pam faced head on. She reassured them that the project team would ensure that they were "up and running and posting correctly; they are going to see us succeed." Pam reaffirmed this by saying "the team was on-site the week we went live and available by teleconference the next week, which was really helpful."

Support was provided throughout the implementation process and was really "one of the main factors in us deciding to move ahead so quickly," Pam noted. "We knew that we would have a team backing us up and we were grateful to have a variety of resources at our fingertips."

Specifically, Pam commented on the project Support Centre saying "I love the support line. I can email in, they let me know that they've received my email and then let me know that my ticket has been registered and I get my response back, it's a great service."

Summing up her overall experience Pam indicated that "in the end it's a wonderful product. Without this opportunity we would never have been able to move away from our DOS-based products. We are very excited and taking on the challenge of moving to new software has been a great experience." Following implementation of Quadrant Financials Stevenson Memorial went live with Quadrant Workforce in July 2010.

"The implementation team was exceptionally

helpful, patient, available and supportive. I enjoyed working with them" commented Suzanne Bouchard when asked about her experience of implementing Quadrant Workforce. Furthermore, she pointed out that support was ongoing until they were comfortable with the software, which echoes the sentiment expressed by Pam.

Cost, training and functionality of the software were additional factors involved in McCausland Hospital's decision to participate. After 2 years of struggling with a previous software solution, Suzanne confirmed that the free software licenses, coupled with the enhanced functionality of Quadrant Workforce motivated the hospital to participate in the project. She also acknowledged the training available saying "we really liked the training sessions and the training manual was really helpful."

Like Stevenson Memorial, McCausland Hospital was also using a DOS-based software solution. Suzanne noted that their move to Quadrant Workforce, afforded them a number of benefits, including: increased ease of entering employee information, enhanced navigation, reduced time to find information and availability of support.

Summing up, Suzanne indicated that "it was a relief that information is readily available with the software. I don't need to go hunting through different menus; it's a very good system and it meets our needs." The McCausland Hospital also went live with Quadrant Financials as part of the Pilot group in February 2010.

For further information please contact the project Support Centre at scch@ccim.on.ca.

"I love the support line. I can email in... and I get my response back, it's a great service."



Pam Wesson, Finance Manager at Stevenson Memorial Hospital

CSS MIS Reaches Important Milestone

Congratulations Community Support Services (CSS) organizations! As with the life cycle of all projects, there is progression from project state to operations state and CSS organizations have now reached that milestone.

As of April 1, 2010, the Ministry of Health and Long-Term Care's (MOHLTC) Health Data Branch (HDB) has taken over the responsibility of supporting CSS organizations with the implementation of Ontario Healthcare Reporting Standards (OHRS). The CSS Management Information Systems (MIS) project team worked closely with the HDB, to ensure a seamless transition.

Since it was introduced to CSS organizations in Spring 2007, the CSS MIS project team partnered with the organizations to help implement OHRS in the CSS sector, enabling the collection and reporting of high-quality data and allowing them to meet the financial

and management accountability requirements of the MOHLTC and the Local Health Integrated Networks (LHINs). The organizations' hard work and dedication has resulted in nearly 100% of the sector becoming OHRS-compliant.

"I extend my congratulations to CSS Health Service Providers for successfully implementing the Ontario Healthcare Reporting Standards (OHRS) in their organizations across Ontario. Over 560 CSS organizations successfully submitted their 2009/10 year-end Trial Balance submission with the assistance of Health Information Analysts from both the CSS MIS project and HDB. This is a significant reporting milestone for the sector!" said **Christina Hoy, Director at the MOHLTC Health Data Branch.**

In March, all CSS organizations were advised of the upcoming transition of OHRS support to HDB. In preparation for the changeover, the project team actively worked with HDB to ensure no disruption to the daily activities of the CSS Organizations and to ensure that the organizations were fully supported in their Year End (Q4) OHRS Trial Balance submissions.

Knowledge transfer sessions were ongoing to help ensure HDB was

well equipped to provide OHRS support for the CSS organizations after April 1, 2010.

As part of this transition and to make things as easy as possible for the organization, communication was sent to the sector that included a contact chart identifying general question categories linked with the appropriate contact information.

Elderly Persons Centres (EPCs) will now be working towards the same goal of OHRS-compliance by their Q4 2010/11 submissions. The CSS MIS project will assist these EPCs, as well as Aboriginal/First Nations/Métis organizations that are not yet OHRS compliant, until March 31, 2011.

Questions regarding the CSS MIS Solution (Microsoft Dynamics GP) or from EPCs and Aboriginal/First Nations/Métis organizations currently implementing OHRS will continue to be handled by the CSS Support Centre (ohrscss@ccim.on.ca) and the CSS MIS project team.



Throughout the transition, Health Data Branch provided positive feedback on the CSS MIS changeover process:

"The transition methodology and framework are excellent. They ensure that we cover all of the material and leave no stone unturned!"

"Documents used throughout Transition such as the Orientation Binder, Process Flows and Process Redesign were very helpful."

"Knowledge Transfer was very useful."

"The transition was very organized and helped strengthen relationships with projects."



The CSS OHRS/MIS Transition Team

Contact Us

777 Bay Street, Toronto ON, M5G 2C8 | Toll Free Tel 1.866.909.5600 | E-mail communications@ccim.on.ca