

systems for success

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Letter from the Editor

As we head into the last two months of 2010...CCIM has many achievements and project milestones to be proud of –

- Our new website, **ccim.on.ca** has been launched and is proving popular with program participants and visitors from across the country;
- 97% of in-scope homes have registered to participate in the LTCH OHRS/MIS implementation;
- The CMH&A MIS project is ending on a high note after two successful years and over 120 MIS solution implementations;
- CSS MIS enters its final months after three-and-a-half years and over 90% of organizations are now submitting OHRS trial balances;
- In just over a year, 12 organizations have "gone live" with the MIS software solution and 10 are "live" with the HRIS solution in the SCCH sector;
- 13 CHC OHRS/MIS pilot organizations are now in the process of submitting their Trial Balance. Implementation to the rest of the sector is now underway; and
- More and more organizations are providing favourable feedback on their project experiences – we hope you will read more about those in the pages that follow.

From all of us, to all of you – thank you for your continued support, dedication and feedback during 2010...may the success continue!

CSS HRIS and MIS projects present at the 2010 OCSA Conference

The CSS MIS and HRIS projects participated in the annual Ontario Community Support Association (OCSA) Great! Ideas Conference about New Recipes for Success, on October 19 and 20. This conference, once again, proved to be a hit for both the projects and the Community Support Services organizations attending it.

In addition to a booth at the conference trade show, the CSS MIS and HRIS projects made presentations about the HRIS and MIS business solutions to CSS organizations at a breakout session. Sajneet Sodhi, Project Manager for the CSS HRIS and Idris Noorzad, Project Control Officer for CSS MIS, presented with special guest speakers: Steve Moore, Manager, Business & Systems, St. Joseph's Home Care; and Ed Montojo, Chief Financial and Information Officer, Bellwoods Centres for Community Living Inc.



Sajneet Sodhi, Project Manager CSS HRIS and Ray Applebaum, CEO at Peel Senior Link and Co-Chair for the CSS MIS/HRIS Steering Committee

LTCH Full Solution Moves Full Speed Ahead

For Long-Term Care Homes eagerly awaiting a Full Solution, we have excellent news to share with you – implementation plans are moving full speed ahead.

Six homes are now in the process of piloting the Full Solution. The LTCH OHRS/MIS Project team has developed comprehensive timelines and strategies for sector-wide implementation.

"We are very excited and enthusiastic about rolling out the Full Solution to the LTCH sector," says LTCH OHRS/MIS Project Manager and Delivery Lead Josie Barbita.

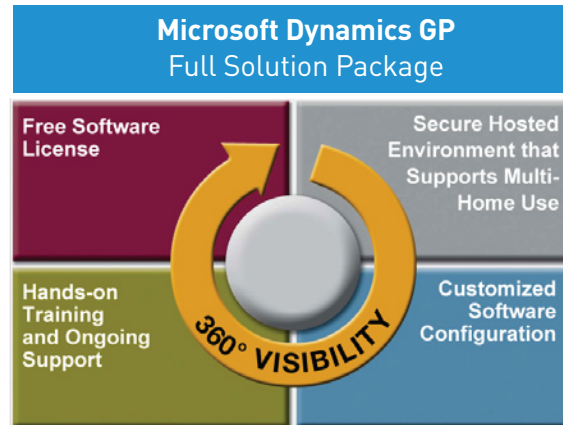
"We are working closely with homes who are presently piloting the solution. This experience is enabling the project team to streamline and build a practical implementation approach that meets the unique needs and requirements of Long-Term Care Homes."

Implementation kicks off with an information session/demonstration of all the solutions offered by the project, including the Full Solution – Microsoft Dynamics GP with Quadrant Workforce's Resident Management System (RMS) and MIS Suite. These sessions will be offered on November 8, 15, 26 and December 6 to all interested homes. Homes will also be able to register for the Full Solution following their participation in the information session/demo.

The presentation, held via webinar, will be interactive and dynamic, featuring demonstrations of the modules, solution benefits and

important details to arm you with the knowledge you need to determine if the Full Solution is the right fit for your home.

Beginning in January 2011, homes in the pilot



group, phase 1 and phase 2 are slated to start registering for Full Solution implementation.

The implementation for the first wave of homes will commence in February 2011. Phase 3 and Phase 4 homes will begin their implementation process after completing their first OHRS/MIS trial balance submission.

The Full Solution is a robust financial and statistical management system that enables

you to meet OHRS/MIS reporting requirements, as well as providing the full range of accounting/business management modules, including Accounts Receivable/Payable, Financial and Statistical General Ledger, Fixed Asset Management, FRx Financial Report Writer, Integration Manager and more.

The licenses for Microsoft Dynamics GP and Quadrant's RMS are being provided to your home by the LTCH OHRS/MIS project free of charge. Costs associated with hosting, training, hardware and on-going IT support will also be covered until the end of the project lifecycle, at which point homes will be responsible for paying an annual maintenance fee for Microsoft Dynamics GP and an annual fee per facility for the RMS (Optional module).

There are many advantages to this innovative solution including cost savings, enhanced and customized reporting, tools for improved decision making, accurate data and bolstered integration.

Stay tuned for more details as the Full Solution process moves forward.

If you have any questions about the Full Solution or the project, you are welcome to contact OHRSLTCH@ccim.on.ca or phone 1.866.909.5600 and press option 2 for LTCH MIS.

CCIM's new website proves a hit!

Since launching just two months ago; ccim.on.ca is providing organizations with the information they need.

Many organizations have been spending time on ccim.on.ca reading about us, getting to know our projects and providing feedback so that we can continue to improve and to provide what you need.

Travelling around our site you will find project information and updates from both the Business Systems and Assessment projects. Archived issues of our newsletter, Systems for Success and the CCIM-focused publication Connections, as well as the most recent news about our many projects.

To find out what our projects currently offer your sector, visit our sector pages and click on one of the project descriptions. You can also read one of our case studies or view a demo to see what other organizations are saying about software implementation experiences in their organizations.

Participating organizations should bookmark their corresponding member project areas. These project-specific resource centres offer helpful module details, key forms and quick reference guides. You can also keep track of our training schedules.

We hope you enjoy visiting ccim.on.ca. Please let us know what you think, what you would like to see and make sure you [click here](#) to register for our newsletter.



Security and Privacy: Internal practices bolster stakeholder confidence

CCIM's goal is to provide its client organizations across Ontario with electronic tools that enable them to securely deliver better health care services.

Privacy legislation such as the *Personal Health Information Protection Act, 2004* mandates that each Health Service Provider protect the privacy of its clients.

CCIM also ensures that its own members adhere to more than 30 security and privacy policies, procedures, standards and guidelines developed by the Security, Privacy and Risk Management (SPRM) team.

These documents form the basis of the Information Security and Privacy Management Program (ISPMP), the internal mechanism that CCIM has implemented to assure both internal and external stakeholders that CCIM's

ISPMP assures stakeholders of CCIM's commitment to data protection

commitment to data protection are met.

To ensure that CCIM members understand and put these policies into practice, SPRM provides general security and privacy training to all members and more advanced training to those in certain roles.

In addition, new CCIM members are provided with a copy of the

Site Guidebook for Contractors, a handbook that outlines all the workplace expectations contractors must meet. The guidebook highlights

any revisions to policies relating to the acceptable use of CCIM IT resources and the practices that protect information security and privacy.

More detailed information explains the ISPMP and expands on how to handle personal information (PI) and personal health information (PHI), emphasizes CCIM's right to monitor the use of IT resources and includes new guidelines on the use of mobile storage devices. A specific section is dedicated to steps to take should a security incident occur or if a privacy-related request is received.

"The handbook explains CCIM member responsibilities in plain language and provides suggestions for additional resources," says Anurag Chanda, Lead: Security, Privacy and Risk Management. "By equipping members with security and privacy information in a number of ways, including training, ongoing communication and in an easy-to-read handbook, the SPRM team is achieving its mission of safeguarding client information and minimizing the risk of privacy or information security breaches."

The SPRM team is also in the process of developing a comprehensive common privacy framework and tools that will support client organizations across various health care sectors to implement consistent privacy management practices. Stay tuned for more information on this initiative. For more information please contact us at: sprm@ccim.on.ca



HRIS CMH&A presents at Federation Annual General Meeting

In April 2010, Community Occupational Therapy Associates (COTA) Health went "live" with its implementation of Quadrant Workforce, Community Care Information Management's (CCIM) Human Resources Information Systems (HRIS) solution.

Jenny Randall, Accounting Assistant and Nibha Varma, Human Resources Assistant, both super users of Quadrant Workforce, provided a first-hand testimonial of the organization's implementation experience at a workshop at the Ontario Federation of Community Mental Health and Addiction Programs Annual General Meeting (AGM) on September 30.

To date, 82 CMH&A organizations have implemented the HRIS business solution

The two guest speakers also discussed the learning curve required of COTA Health to implement the solution and the positive impact the business solution is having on them, other COTA staff and their overall processes.

The workshop, given by CCIM's HRIS project for the Community Mental Health and Addictions

(CMH&A) sector, highlighted COTA Health's achievements using the HRIS solution and the benefits experienced as a result.

To date, 82 CMH&A organizations are currently implementing or have implemented and "Gone Live" with the HRIS business solution.

The HRIS project team also provided a brief overview of CCIM's

Management Information Systems (MIS) project, which has now been completed for the CMH&A sector.

The AGM was held in conjunction with the Ontario Association of Patient Councils and Ontario Peer Development Initiatives.



Taking a STRIDE in the right direction with CCIM's HRIS Project

A common theme among organizations implementing CCIM's Human Resources Information Systems (HRIS) software solution is that it helps them improve accountability. In most cases, they are referring to meeting the Ontario Healthcare Reporting Standards (OHRS) requirements.



Supported Training and Rehabilitation in Diverse Environments (STRIDE), a Halton region-based organization offers people living with mental illness job readiness services, including employment planning and preparation, job search and ongoing employment coaching. Accountability is another equally important dimension, one that factors in staff.

STRIDE, with two locations in Milton and one each in Oakville and Acton, has 22 full-time employees.

The organization's payroll system, however, needs to accommodate considerably more complex requirements: it also provides about 100 people with a training allowance and pays them

on a piece-work basis for their time at the organization's two rehabilitation work sites. Additionally, the organization offers transportation services to some of those workers, deducting a nominal fee from their pay.

"It really complicates the way we have to do payroll compared to other organizations," says Julie Lange, STRIDE's Manager of Finance and Administration.

Since implementing the HR and payroll modules of the CCIM HRIS solution in January

2010, STRIDE has completed 18 payroll cycles. The process of managing those payments and deductions is far less complicated than the previous system of Excel spreadsheets and time sheets that the organization used, Julie says.

"We are reporting more accurately and the system has more benefits."

"We wanted to move over to the HRIS system to have more accurate reporting and reduce the (number of) manual entries we had to do," she says.

Although there is a learning curve to master the HRIS solution's features, the system has paid off in the increased accuracy – and quantity – of information it provides employees on their pay statements, Julie notes.

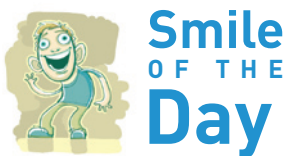
"We are reporting more accurately and the system has more benefits because we're showing staff their pay and sick time on their pay statements," she says. "It shows them a lot more of what we're keeping track of and what we're accountable for."

The HRIS solution also simplifies the rather complicated vacation time process the organization uses, she says. At STRIDE, vacation time is calculated from April 1 to March 31 and provided to staff at the beginning of the year with the understanding that the vacation time is not yet earned.

The pay statements now show employees the vacation time they have earned to date and the vacation time they have taken to date.

Additional benefits with Quadrant Workforce, she says, are that the system creates a payroll accrual monthly so you do not have to do it manually and it automatically generates year-end T4 and T4A statements. Last year STRIDE manually issued 210 T4As. "That is going to be a huge saving for us time-wise," she predicts.

Additionally, records of employment are now automatically submitted to Service Canada. "The information is just uploaded and it's quick and easy now that we have so many payrolls behind us," she says.



"It's the latest innovation in office safety. When your computer crashes, an air bag is activated so you won't bang your head in frustration."



Bridges Community Health Centre pilots Ontario Healthcare Reporting Standards/Management Information Systems Project

As Administrative Financial Coordinator at Bridges Community Health Centre (CHC), Carole Gillespie's responsibilities include the organization's financial systems and reporting, including payroll and benefit administration.

Bridges is currently operating two interim facilities that provide services and programs for the residents in Port Colborne, Wainfleet and Fort Erie.

Carole says she was pleased to have the opportunity to participate in CCIM's CHC Ontario Healthcare Reporting Standards (OHRS)/Management Information Systems (MIS) Pilot Project, which is providing Bridges (and other CHCs) with a standardized reporting system that will help CHCs meet reporting obligations to the Ministry of Health and Long-Term Care (MOHLTC) and the Local Health Integration Networks (LHINs). She credits Executive Director, Taralea McLean and IT Data Management Coordinator, Luigi Moreno, for the foresight to apply to be a pilot site.

"I am grateful that we were selected to participate in the pilot project. It is a large undertaking and we have had the opportunity to work closely with the implementation team to both understand the system and to provide input into the mechanics of the system itself. I feel the experience has set us up for success," says Carole. "By the time the project is rolled out to the other CHCs, we will have had the opportunity to complete the review of our current reporting system and plan for change implementation to marry the two systems, minimizing manual mapping."

"I feel the experience has set us up for success"

Carole cites the guidance of the CHC OHRS/MIS project team as one of the critical factors influencing Bridges' success in the pilot project. "Right from the start of the pilot, the CHC OHRS/MIS project team set a clear timeline and training schedule to keep us on track to meet the initial reporting deadline. They recommended that each CHC put together an internal OHRS implementation team and clearly identified the role of each team member," says Carole. "This was key to our progress with the system implementation."

Recently, Carole got to put her newly acquired knowledge to the test when submitting her first test submission on the MOHLTC's Finance and Information Management Unit's (FIM) website.

"The process was easy to follow. The submission manuals provided were accurate, easy to understand and allowed me to navigate the system with ease. The initial submission test was not only to validate my reporting, but was to test the functionality of the system itself. I was able to identify some areas of concern and was able to provide feedback



to the implementation team for follow up."

Although the organization experienced some challenges during the implementation, the initiative created a solid foundation Bridges can build on. "I was able to identify the gaps in our internal reporting for mapping to the OHRS system. It will require modifications to our current account structure for compliance and ease of reporting. The OHRS system requires greater detail in reporting, both financially and statistically, than we have been responsible for in the past."

The good news, she notes,

is that in the long run, it will save the organization time.

"The biggest challenge so far," comments Carole, "has been the alignment of our internal reporting structure with the OHRS structure, because it takes both resources and time. The process is time-consuming. However, once the foundation is in place, responding to the changes in our operation should require minimal system changes."

Carole also commends the CHC OHRS/MIS project team for its extensive support throughout the process.

"The support has been outstanding! The project team members are very responsive to questions and provided solutions to both mapping and Trial Balance submission inquiries."

Overall, she describes her experience participating as a pilot organization with the CHC OHRS/MIS project as highly rewarding and says it has provided Bridges CHC with the opportunity to prepare the internal reporting structure prior to the mandatory reporting deadline in the fall of 2011.

She offers this piece of advice to CHCs that are beginning their OHRS implementation:

"Make sure that you allocate dedicated resources and clearly define responsibilities and timelines. It is critical to ensure that you plan for the amount of time that will be required. If you follow the guidelines prepared by the implementation team for mapping and submission, you will be successful."

For more information about the CHC OHRS/MIS project please contact the Support Centre at chc@ccim.on.ca

"The support has been outstanding... project team members are very responsive"

The CMH&A MIS Project Has Reached the Finish Line!

The Community Mental Health and Addictions Management Information Systems (CMH&A MIS) project is ending after two successful years and over 120 MIS Solution implementations in CMH&A organizations across Ontario. The CMH&A MIS project team would like to thank all the organizations involved and the project Steering Committee members, for their dedication, support, guidance and feedback.

Organizations that implemented the MIS Solution (Microsoft Dynamics GP) received a lifetime license, hands-on training and implementation support.



For CMH&A organizations using the MIS Solution, there are still specialized training classes available until the end of December 2010.

The implementation of the MIS Solution has provided consistent, reliable processes and systems for full Ontario Healthcare Reporting Standards (OHRS)/MIS integration and ongoing reporting to the Ministry of Health and Long-Term Care and Local Health Integration Networks (LHINs).

Since the first organization went "live" in March 2008, the CMH&A MIS project has received positive feedback about the MIS Solution's impact on reporting capabilities and back-office processes for CMH&A organizations.

Some of the benefits seen are:

- Improved operating efficiencies, reducing time, effort and errors in data collection and reporting;
- Relevant, useful and robust data and reports, helping to compare and track trends;
- Integration across organizations, enabling partnership, benchmarking and shared best practices;
- Improved accountability to the ministry, LHINs, providers and the public with the provision of OHRS required data; and
- Improved performance measurement and evidence-based decision support.

For more information on the CMH&A MIS project, please contact us at: miscmhanda@ccim.on.ca

Telephone: 1.866.909.5600



"Green" bagging it!

Packing a lunch can be a healthy and cost-effective option that can be an environmental pitfall or a saving grace.

For those of you who are still literally 'brown bagging' it, there have been huge advancements in lunch bags. Today's lunch bags are stylish, temperature controlled and most importantly – unique enough to spot in your crowded work fridge.

Here are a couple of ways we can embrace the **R** in Reduce, **Reuse** and Recycle.

- Pack your own utensils
- Pack your lunch in reusable containers and avoid disposable bags
- Have a reusable glass or BPA-free plastic water bottle at your desk and avoid buying bottles that are discarded after one use.

Have any handy "around the office" green tips to share? Email us at communications@ccim.on.ca



Reflections on CSS MIS Project Accomplishments

It's been three and a half years since the CSS MIS Project first rolled out and as the endeavour enters its final months, there are successes to celebrate and final news items to share.

Over 90% of CSS organizations are submitting OHRS Trial Balances successfully (excluding Elderly Persons Centres (EPC) and Aboriginal organizations). This speaks volumes about the sector's engagement in the project and excellent training and support provided by the project team.

To ensure accuracy and ease of reporting in OHRS, the project provided interested CSS organizations with the Microsoft Dynamics GP software solution. More than 200 project participants have implemented this innovative solution.

Beyond simplifying the submission process, the solution has made a tremendous difference for organizations.

Specifically, Microsoft Dynamic GP has helped solve the issue of limited and manual reporting by offering CSS organizations a robust reporting tool with customized reporting options.

Furthermore, project participants are now able to share reports, compare information and most impor-

tantly, provide greatly enhanced quality of data.

Ease in collecting statistics, huge time savings and having the flexibility to integrate the solution with any other functionalities provided by the Ministry, are some other pivotal advantages.

At this stage, the October 1 deadline to sign up for the solution has passed. The final deadline to implement the solution is March 31, 2011.

To reach the project, please contact the support centre at:

Email: ohrscss@ccim.on.ca

Telephone: 1-866-909-5600



SCCH MIS/HRIS Project on the Road to Success

Since first announcing the call for participants in Phase 1 of the Small and Complex Continuing Care Hospitals Management Information Systems and Human Resources Information Systems (SCCH MIS/HRIS) project in August 2009, interest and participation in the project has grown immensely.



Adam Brown, Director of Finance for Geraldton District and Wilson Memorial General Hospitals

The implementation of the MIS/OHRS financial, statistical and materials management solution, Microsoft Dynamics GP and the Human Resources and payroll software solution, Quadrant Workforce has been well received in the SCCH sector.

In just over a year 12 organizations have gone 'live' with the MIS software solution and 10 are 'live' with the HRIS software solution, allowing them to experience the benefits offered by both tools. The feedback from these organizations related to both has been very positive.

In the fall of 2009, Adam Brown, Director of Finance for Geraldton District and Wilson Memorial General Hospitals said, "Functions such as online scheduling and submission of vacation requests would be really helpful to reduce errors and time ultimately helping the end users of the software."

This past summer, Pauline McCullagh Financial Services Supervisor at Geraldton District Hospital followed up and shared her implementation experience with the SCCH MIS/HRIS projects saying, "at the beginning you don't know what you're getting into, however everything came together in the end just great. The programs are very good. You can do a lot of things and it is user friendly."

The SCCH MIS/HRIS project continues through 2011. If you are interested in participating please contact us at: scch@ccim.on.ca

Alzheimer Society of Niagara Region recommends CCIM software solution

Since 1978, the Alzheimer Society of Canada has grown and expanded to serve Canadians from coast to coast. The Society consists of a national office, 10 provincial organizations and more than 140 local groups across the country, 38 of which are located in Ontario.



Société Alzheimer Society
NIAGARA REGION

The Society aims to effectively alleviate the personal and social consequences of Alzheimer's and related diseases, promote research and lead the search for a cure.

As part of their commitment to enhanced patient care, various chapters of the society in Ontario have been excited to learn about Community Care Information Management (CCIM) and the Human Resources Information Systems software solution being offered across the Community Care sector. To date, eleven have already gone "Live" with the Quadrant Workforce solution and another two have recently joined the project.

Finance Coordinator Kristine Herbst from the Alzheimer Society of Niagara Region spoke to us recently about the local chapter's experience with the CCIM software solutions.

Kristine works with 27 other employees at

the regional Alzheimer Society office in St. Catharines. The Society, which serves 450 000 people, is a leader in the community for specialized dementia care. It has one of the largest and most comprehensive counselling programs among the Ontario chapters.

Kristine says the Niagara region chapter faced challenges in tracking benefit hours and worked hours, as well as allocating payroll expenses to MIS accounts. "Two separate systems were being used to create our trial balance submission," she says, "and sick leave and vacation time were being tracked manually."

She is happy to report that "Quadrant Workforce has been implemented and there is no longer a need to transfer information from one system to another - it's all in one place!"

She adds that information for completing the payroll report is now done according to OHRS standards and is easy to keep current. Previously, it took up to three weeks to create our trial balance report. Now, when trial balance time comes around, the information is accurate and can be updated with minimal effort, reducing the time we spend creating the report, as well as the number of

resources required."

"It's just as easy to update sick leave and vacation time, which appear on employee pay statements," adds Kristine. "Any changes can be made immediately and balances are kept up to date."

Kristine adds that "we will save about 50% of the time previously needed to calculate benefit hours, worked hours and the compensation dollar values for the OHRS trial balance. The process is far more streamlined."

Kristine is pleased to recommend the system to other organizations, saying, "We went 'live' in January 2010 and the system provides an effective means of meeting OHRS requirements. It is important to have the Microsoft Dynamics GP up and running effectively before setting up Quadrant Workforce. Using both solutions allows your system to do what you need it to do. This tool gets us where we need to be."

For more information on how to implement the human resources and payroll software solution, Quadrant Workforce, offered by the HRIS CSS project, please send an email to CSS.HRIS@ccim.on.ca or call 1-877-706-8094



Contact Us

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

Glossary of Terms - Systems for Success issue #05 (Fall)	
CCIM	Community Care Information Management
CHC	Community Health Centre
CHC OHRS/MIS	Community Health Centre Ontario Healthcare Reporting Standards / Management Information Systems
CMH&A	Community Mental Health and Addictions
CMH&A MIS	Community Mental Health and Addictions Management Information Systems
COTA	Community Occupational Therapy Associates
CSS	Community Support Services
CSS HRIS and MIS	Community Support Services Human Resources Information Systems / Management Information Systems
CSS MIS	Community Support Services Management Information Systems
FIM	Finance and Information Management Unit
HRIS	Human Resources Information Systems
HRIS CMH&A	Human Resources Information Systems Community Mental Health and Addictions
ISMP	Information Security and Privacy Management
LHIN	Local Health Integration Networks
LTCH	Long-Term Care Homes
LTCH OHRS/MIS	Long-Term Care Homes Ontario Healthcare Reporting Standards / Management Information Systems
MIS	Management Information Systems
MOHLTC	Ministry of Health and Long-Term Care
OCSA	Ontario Community Support Association
OHRS	Ontario Healthcare Reporting Standards
PHI	Personal Health Information
PI	Personal Information
RMS	Resident Management Systems
SCCH	Small & Complex Continuing Care Hospitals
SPRM	Security, Privacy and Risk Management
STRIDE	Supported Training and Rehabilitation in Diverse Environments

