

# systems for success

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## The HRIS project turns today's feedback into tomorrow's improvements

If your organization is one of the hundreds across Ontario that are already engaged with Community Care Information Management's (CCIM) Human Resources Information Systems (HRIS) project, chances are you have been told your feedback is important to us.



That's because it is! Here are a few examples of how we solicit feedback and use it to improve the software solution and services the project provides.

### Post-Implementation Review

Approximately two months after an organization goes "live" with Quadrant Workforce, the HRIS software solution, an HRIS project team member schedules an interview with the client

to ask roughly 30 questions focusing on the implementation process. "The goal of the post-implementation review is to identify any challenges the organization may be experiencing and to assign the appropriate resource to resolve them," explains Herb Spence, who is responsible for stakeholder engagement for the HRIS project.

A report is then developed based on the client's feedback, which is passed on to the

client for verification.

"I speak with the client either over the telephone or at their site, depending on their specific needs," says HRIS Business Analyst Paula Bond. "This feedback process is really important in terms of building a two-way relationship with the client and I learn more about the business needs in their organization that I can apply to resolving any issues."

The post-implementation reviews help the team determine what works and what needs to change. It paves the way and smoothes the transition to the software solution for new organizations joining the project.

“CCIM and the HRIS project team are offering a software solution to the CSS, CMH&A and SCCH sectors that will help them achieve their reporting objectives. Feedback helps us to do this – and it's working.”

(CONTINUED ON PAGE 2)

# The HRIS project turns today's feedback into tomorrow's improvements

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## Six-month survey

The next formal feedback request comes in the form of an online survey to organizations after they have been using the software for at least six months. The survey questions aim to determine whether the solution has provided the expected benefits and to gauge the usefulness of the training and support received. It also solicits feedback on possible improvements.

"The survey provides the opportunity for us to identify areas where an organization may need additional support or training," says Herb. For example, new staff may require training or the organization may want to implement additional modules, such as QHRnet and scheduling. In some cases, an organization may be merging with another or need to change the frequency of its payroll.

"Whatever the situation," stresses Herb, "the focus of the entire HRIS project team is to ensure organizations are equipped to take advantage of all the benefits the Quadrant Workforce solution provides."

## Training surveys

As an integral part of the HRIS training team's strategy of continuous improvement, organizations are provided with a survey following every training session they attend. This online evaluation tool assesses the course material and documentation, as well as the proficiency and professionalism of the trainer and the clarity of the delivery. As a result of feedback

garnered from these surveys, our documentation and methodology have been revised. As well, the project has shortened the number of days required to complete the payroll course from three days to two - without sacrificing quality or content. Training dates are now also more closely linked to implementation timelines - a small change that makes a big difference.

## Informal feedback

In addition to formal feedback methods, the HRIS project team provides many other informal opportunities for organizations to offer input that shapes not only the implementation, support and training services the team provides, but the product itself.

For example, the HRIS support centre receives many hundreds of emails and telephone queries every year. Based on these queries, the project team is developing seven of the most commonly requested reports as part of the standard reports Quadrant Workforce generates. In addition, the team developed a year-end training session providing advice to organizations with required tax forms, such as T4s.

"The last year-end session was a great success," Herb says. "Organizations have now asked for it to be available during the summer, so we are currently planning sessions during that time."

Organizations have also had the opportunity to speak to project leads directly, or to team members at the many information sessions and webinars hosted by the project at the LHINS

across the province, as well as at conferences and other events.

"At the end of the day, CCIM and the HRIS project team are offering a software solution to the CSS, CMH&A and SCCH sectors that will help them achieve their reporting objectives. However, only if we listen, learn and modify our approach and product on an ongoing basis will the end result provide the overall benefit we are striving to achieve. This feedback helps us to do this - and it's working," concludes Herb.

If you have feedback for us, please contact:  
**Human Resources Information Systems (HRIS)**  
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## You asked; we delivered

# The Top 5 Ways We've Responded to Your Feedback



# CSS organization goes from pen and paper to automated and organized

At S.E.N.A.C.A. Seniors Day Program Halton Inc., every Ontario Healthcare Reporting Standards (OHRS) Trial Balance submission was a lot like Groundhog Day, a movie in which a weatherman finds himself repeating the same day in an endless loop.



Derek DeLuca (2nd from left), Financial Administrator at S.E.N.A.C.A. Seniors Day Program Halton Inc. with his colleagues

"It seemed like we always had to do things over and over," says Derek DeLuca, the organization's Financial Administrator. "There was a lot of repetition."

S.E.N.A.C.A., which is staffed by 25 paid employees and 127 volunteers, went "live" in June 2009 with Quadrant Workforce, the Human Resources Information Systems (HRIS) software solution that Community Care Information Management (CCIM) is implementing in Community Support Services (CSS) and Community Mental Health and Addictions (CMH&A) organizations across Ontario.

Quadrant Workforce replaces S.E.N.A.C.A.'s previous HR solution: pen and paper. Not only was such a manual system labour-intensive, it was a huge challenge to keep track of all the pieces of paper and files.

Prior to implementing Quadrant Workforce, employees entered their hours on time sheets; an administrator would spend 60 to 75 hours

every two weeks to gather the hours and enter them into the basic accounting software the organization used to generate payroll and to perform all other accounting, HR and reporting duties. Sick days and other HR data were recorded in a

**“The organization is saving five to 10 hours per week in accounting, payroll, HR and reporting tasks”**

notebook and kept in a file.

"With only 25 employees you can get away with that for a period of time," Derek says. That

time, however, has long passed, he observes.

Now, he notes, the organization is saving five to 10 hours per week in accounting, payroll, HR and reporting tasks.

The organization also needed to automate the generation of OHRS reports and submit its trial balances in fewer steps and with greater accuracy. "When it came time to do the trial balance, everything had to be prepared manually," Derek explains. He adds that the process to prepare the trial balance took several days and was prone to human error. "When you use a pen, paper and a calculator, it's easy for mistakes to happen."

S.E.N.A.C.A. also needed to improve its financial transparency with the Ministry of Health and Long-Term Care, the Local Health Integration Network and other stakeholders.

"We needed to be able to show that what we were reporting was correct," Derek says.

S.E.N.A.C.A. also needed to generate T4 slips more easily and track HR data, such as holidays and pay increases.

"Other than one last comb-over, everything is organized," Derek reports. "I'm tracking HR information, such as sick days and vacation banks and I don't have to track employee hours anymore; all those stats are kept automatically. I know the system is now compliant and I'm reporting the information I need to report. I don't have to remember what account specific things are supposed to go into; it's all set up. In particular, calculating our Accrued Payroll was a real problem. QHR fixed that."

Implementing Quadrant Workforce made sense strategically and financially, he says. Project participants get the software licences, training and support at no cost for the duration of the project.

## HRIS refresher training adds value

There is only one thing better than taking a good training course at least once to learn how to get the most out of a new software solution, and that's taking it twice!

That is how Derek DeLuca, Financial Administrator at S.E.N.A.C.A. Seniors Day Program Halton Inc., is optimizing his knowledge of Quadrant Workforce.

Derek initially took the HRIS training courses when he joined the organization a year ago. After completing the training, he knew enough to use the system, he says, but he also knew there was much more to learn, so he signed up to repeat the Human Resources course in June and plans to repeat the HR Suite and Reports courses later this year.

"I highly recommend people take it twice – once before you start implementing and then after you start using the software to strengthen your knowledge," he says. "It exposes you to certain things you may not have seen the first time."

Derek also recommends that HRIS project participants brush up on the Ontario Healthcare Reporting Standards to better understand how positions, benefits and wages are structured and how they flow.

"Take ownership of the program; it's yours, you have to sign off on whatever it is spitting out."

For more information contact:  
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## The Quest to Connect LTCH OHRS/MIS project makes inroads with engagement mission

The Long-Term Care Homes Ontario Healthcare Reporting Standards/Management Information Systems (OHRS/MIS) Project is on a quest to connect... and it's working! From on-site meetings across the province with the Local Health Integration Networks (LHINS) and the Long-Term Care Network (LTC), to presentations and exhibits at conferences, the project team is connecting and engaging with stakeholders in a major way.

"These meetings and conferences have provided our project team with direct contact with all of these key stakeholders," notes Shirley MacAlpine, Relationship Manager with the LTCH OHRS/MIS project.

"As a result, we have been able to showcase our project scope and mandate, provide updates about our progress and objectives for standards and software implementation and foster even stronger relationships with homes and the various people who are contributing to the project's advancement."

In April, the project team presented to homes at the Ontario Long-Term Care Association (OLTCA)'s annual convention and trade show, *Together We Care*.

The convention, attended by 2,000 delegates from the long-term care community, is the largest of its kind in Canada with over 225 exhibitors.

"The presentation at the OLTCA convention provided a comprehensive update and overview of OHRS/MIS and software implementation and was very well attended," says Josie Barbita, Project Manager, TCH OHRS/MIS Delivery Lead.

"Representatives from homes who have

implemented the project's Full Solution – Microsoft Dynamics GP – were on site and offered insightful feedback to fellow homes about the many benefits the solution has offered to them, as well as the helpful support provided by the project team."

Throughout the year, the team has led a series of informative and educational meetings with LHINS and LTC Network members.

"These sessions have facilitated an information exchange regarding the OHRS/MIS implementation status for homes within individual LHINS," notes Shirley.

"They have also provided LHINS with the opportunity to share knowledge with our project regarding their strategic plans and goals."

Erie St. Clair LHIN Senior Director for Delivery and Implementation, Brad Keeler, met with the project team recently and noted that the session was very engaging. He has now joined the project's

Steering Committee as a LHIN representative.

"The project brought enthusiasm, intelligence and a really good perspective regarding the (OHRS implementation) process," Brad relates.

"I expect to learn a lot on the Steering Committee and to share this knowledge with my LHIN colleagues."

The project team hit the road in May at the Ontario Association of Non-Profit Homes and Services for Seniors (OANHSS) Annual Meeting and Convention, *Great Places to Live and Work*, featuring learning, networking and professional development opportunities.

In addition to presenting to conference participants, the project showcased a display booth and connected with conference delegates.

Never resting on their laurels, the project team has more meetings booked and is excited about continuing to reach out.

"Connecting with the entire sector has always been an integral priority for the project and we see the difference it makes," says Josie.

"Homes are supported in their implementation, LHINS are up to date and informed on the project's progress, the sector associations are engaged, recommendations from other stakeholders are acted upon and ultimately, the project is aligned with the Ministry's vision."

For more information about the project, visit [www.ccim.on.ca](http://www.ccim.on.ca) or contact us:

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**“Connecting with the entire sector has always been an integral priority for the project and we see the difference it makes.”**

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Connecting at OANHSS: Josie Barbita, Project Manager, Delivery for the LTCH OHRS/MIS Project delivers an engaging presentation at the OANHSS Annual Meeting and Convention, *Great Places to Live and Work*.

# Finance Manager shares experience implementing Quadrant Workforce

After implementing Quadrant Workforce in four Niagara-region Community Mental Health and Addictions (CMH&A) organizations, Judy George has become well versed on the subject.

Judy is the finance manager at Oak Centre Alternative Community Support; Consumer/Survivor Initiative of Niagara; Canadian Mental Health Association (CMHA) Niagara Branch and additionally responsible for back-office operations of the Distress Centre of Niagara. She says that joining Community Care Information Management's (CCIM) Human Resources Information Systems (HRIS) project

**“I love having that data at my fingertips... Having immediate access to this data for internal analysis and HR management is invaluable.”**

has simplified and improved each organization's back-office processes enormously, catapulting them out of the “dark ages” and into the 21st century.

Although each of the above organizations is unique, all shared the same need to either automate or improve HR and payroll processes previously performed more or less manually, she explains.

CMHA Niagara, which had adopted an automated – although very restrictive – in-house payroll system years ago, did not have the capability to track HR data and the organization still had to rely upon “gobs and gobs” of Excel spreadsheets for pretty much everything, including absentee management, wage rate changes, seniority lists and Ontario Healthcare Reporting Standards (OHRS). Its unionized environment along with 24/7 programs, varieties of shift lengths and flex schedules contributed to a complex HR set-up. Due to the range of employee types and benefits provided, collecting statistics and fulfilling reporting requirements for the OHRS was an onerous, time-consuming affair.

When presented with the opportunity to participate in the HRIS project, the decision for each organization was easy, she notes, as it would save time and enable more efficient data collection and reporting. “The desire was there to automate systems,” she says. “We got tired of writing things out. The staff all wanted direct pay deposits and that was impossible with the manual systems.”

## Training and Implementation

Judy began the Quadrant Workforce implementations using a phased approach, starting with the two smaller independent organizations. The HRIS project team organized a “travelling” classroom for Judy's organizations as well as for additional organizations participating in the project close-by.

“It was a wonderful service,” Judy attests. “We didn't incur travel and accommodation time and costs and that was a huge benefit. We also had our Business Implementation Analyst (BIA) sitting in on our payroll training. He was like a sponge, listening to all the questions and unique scenarios that we were throwing at the trainer; feverishly making notes as he prepared for our implementation. It was really neat to be able to start working right away and for him to be part of that.”

She is equally as enthusiastic about the quality of training provided. “The training is fantastic,” she says. “It's very, very useful, though sometimes it's difficult to block off three days in a row. The facilitators are engaging and knowledgeable. They follow through with anything we throw at them that might be unique.”

## Benefits Worth the Effort

The greatest benefit the organizations are seeing from implementing Quadrant Workforce is the considerable amount of time saved with OHRS reporting. At CMHA Niagara, for example, Judy calculates she is saving 50-70 hours of work every quarter just in tracking the compensation statistics.

Finally, having direct deposit for pay is a huge relief, she notes. “I wish I had done it five years ago for the smaller agencies,” she says. “It is a pleasure to run payroll for them now.”

Judy, who has many years of experience with outsourcing, is a strong proponent of in-house payroll. “I love having that data at my fingertips; there is no time saved outsourcing. The majority of work to prepare the data for outsourcing is done in-house anyway. Having immediate access to this data for internal analysis and HR management is invaluable.”

CMHA Niagara is currently investigating the Scheduling module and believes it would be a great fit, even for an agency as small as the Distress Centre because of their 24/7 crisis programming. Judy is also looking forward to going paperless with personnel files.

She emphasizes that participating in the HRIS project is well worth the effort, no matter the size of the organization. All organizations can benefit from the ability to plan ahead and



Judy George, Finance Manager

automate processes such as payroll.

“I was able to go away for two weeks and didn't have to worry about the payroll being done because I could do it all in advance,” Judy says. “The pay statements were published when they were supposed to be, the pay was settled with the bank when it was supposed to be and then with the retro pending year-to-date time sheets, I was able to do a clean up of projected versus actual times when I returned. It was awesome!”

Being able to provide online payroll information to employees is also a huge plus, she adds.

“If we put it online they can pull the statements off whenever they need to. It's also really neat because it meets all the strict monthly reporting required by the social assistance funder for any staff that are on social assistance or disability.”

Judy is looking forward to learning about the more advanced features of Quadrant Workforce and using the variety of “canned” reports now available to her organizations. She knows she has just touched the tip of the Quadrant Workforce iceberg.

Judy is also supporting the HRIS project by representing the CMH&A sector as a member of the HRIS CMH&A Steering Committee, which held its kick-off meeting on April 27th.

## Community Mental Health & Addictions (CMH&A)

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## About the Organizations



**Oak Centre Alternative Community Support** is a community mental health program offering services using a clubhouse model. It has 9 to 11 permanent staff.

**Distress Centre of Niagara** provides 24/7 Hotline support and will soon be the operational partner of the COAST Niagara program, a community-based mobile crisis program that will operate in partnership with the Niagara Regional Police, Niagara Health System, CMHA Niagara and other community agencies. It has six employees but anticipates an additional 10-15 staff.

**Consumer/Survivor Initiative of Niagara** is a consumer/survivor-driven community support organization and advocate for users of Ontario's mental health system. It has approximately 15, primarily part-time, employees.

**Canadian Mental Health Association (CMHA) Niagara Branch** delivers a range of services and programs such as Case Management, Court Diversion, Supportive Housing, Crisis, Residential Crisis Support Beds, Counselling, Public Education, Volunteer Coordination and Supported Employment, in 15 locations across the Niagara region. It has approximately 80 staff with 76% of those members of CUPE.

## HRIS project forms dedicated steering committees

On April 26th, the Community Support Services sector kicked off the first meeting of its newly formed sector-specific Human Resources Information Systems (HRIS) Steering Committee. This was followed by the first meeting of the newly-formed Community Mental Health and Addictions (CMH&A) HRIS Steering Committee on April 27th.

The two new Committees include members from the CSS and

CMH&A sector organizations and associations, LHINs, MOHLTC and CCIM. The members bring their invaluable sector experience and are accountable for directing and monitoring the projects, which is critical to the success of the projects. We welcome our new and returning members to the committees.

## CCIM's HRIS project exhibits at 2011 Annual Hospice Palliative Care Conference

On April 10th and 11th, the HRIS project attended the 2011 Annual Hospice Palliative Care Conference in Toronto.

This is the second year that we have attended this conference. Interest was high with over 150 people visiting our exhibition booth.

This provincial educational event offered an opportunity for CCIM to enhance and build relationships in the community and to learn more about the diverse sector needs.



Rick Firth, Executive Director, Hospice Association of Ontario with Marie Bernard, Business Analyst, HRIS project, CCIM

## SCCH HRIS organizations tell it like it is

With the Small and Complex Continuing Care Hospitals Human Resources Information Systems (SCCH HRIS) project now closing, hospitals share their thoughts on how the project delivered cost savings and improved efficiencies through implementation of the Quadrant Workforce HR and payroll software solution. Currently, 22 organizations are "live" with the software solution, 2 are implementing and a total of 7066 Full-Time Equivalents (FTEs) are administered under HRIS.

| We Promised                                                                                                                                                                                                                                                       | We Delivered                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |
|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|  <p><b>Expert training and support</b></p> <p>Hands-on training, a dedicated 1-800 support centre and trained staff to answer your questions.</p>                                | <ul style="list-style-type: none"> <li>■ The training offered to staff was such a huge benefit...We could not afford to send that many staff to the vendor training...and to have the training offered so close to home and with a group of our partner/regional hospitals was very beneficial.<br/><b>Denise Wintle, Dryden Regional Health Centre</b></li> <li>■ HRIS has a very responsive Support Centre; they are always willing to work not only with end users but also with the Information Systems department in terms of rectifying any issues... The SCCH MIS/HRIS project team is really thorough in the support they provide.<br/><b>Clarence Willms, Hotel Dieu Hospital</b></li> <li>■ I was very impressed with the training that we received; the trainers were very knowledgeable, they really knew their stuff and they were patient.<br/><b>Charlene Schintz, Wilson Memorial General Hospital</b></li> </ul>                                                                                                                                                                                                                                                          |
|  <p><b>A secure, hosted environment</b></p> <p>Maintained by CCIM, backed up daily and available to users 24/7.</p>                                                             | <ul style="list-style-type: none"> <li>■ [A] major benefit I see is having our information on your web-based server. Not only does this allow us to access it from anywhere, it also provides better back-up capabilities than we would have on our own...Eventually we will not have to maintain a server on-site for our payroll and financials. This will save us both time and money over the long term.<br/><b>Les Ott, St. Francis Memorial Hospital</b></li> <li>■ With the transition of Quadrant HR...to a web-based hosted environment, Hotel Dieu Hospital will not only be able to take advantage of the expertise provided by the CCIM team from an IT resource, training and Quality Assurance process perspective, but we will realize significant cost savings on an annualized basis.<br/><b>Clarence Willms, Hotel Dieu Hospital</b></li> <li>■ With the hosted environments we have been able to save considerably on systems expenses and have been able to reallocate that money to other areas.<br/><b>Denise Wintle, Dryden Regional Health Centre</b></li> </ul>                                                                                                   |
|  <p><b>A cost-effective way to modernize key systems</b></p> <p>A lifetime license for Quadrant Workforce with support and maintenance covered by CCIM during the project.</p> | <ul style="list-style-type: none"> <li>■ An appealing factor for us was that upgrades would happen automatically and support and licensing would be free. The upgrades save time for our IT department and employees... Licensing and support save us money, not to mention the time and effort on our part and we're one of the smallest hospitals in the province. How much do large organizations stand to save?<br/><b>Ian Wilkie, Deep River and District Hospital Corporation</b></li> <li>■ Our software will always be current. In the past our IT department sometimes missed an update and this often created problems or gave us errors...Having a system that will always be current is going to save us much time and headaches in the future.<br/><b>Les Ott, St. Francis Memorial Hospital</b></li> <li>■ Some of the financial savings for Stevenson have occurred because of the reduced implementation costs for the new system. In pricing out a competitor's electronic scheduling system, the cost of implementation alone was substantial, excluding the software license and continued maintenance.<br/><b>Myles Keeble, Stevenson Memorial Hospital</b></li> </ul> |

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## SCCH HRIS organizations tell it like it is (CONTINUED FROM PAGE 7)

| We Promised                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           | We Delivered                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |
|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|  <p><b>Automated processes and improved operating efficiencies</b></p> <p>Integrated HR, payroll and scheduling. Reduced manual work and duplication and streamlined back-office processes.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      | <ul style="list-style-type: none"> <li>■ The online pay statements allowed us to get rid of the paper pay statements folding machine, which was highly problematic and caused my payroll staff many hours of grief.<br/><b>Denise Wintle, Dryden Regional Health Centre</b></li> <li>■ Prior to going to QHR and then Quadrant Workforce with the SCCH MIS/HRIS project, payroll processing consumed a good chunk of time. Now, it is much more efficient.<br/><b>Clarence Willms, Hotel Dieu Hospital</b></li> <li>■ We will be further implementing a module that will allow employees to view their pay statements online, see their schedule, change their address, etc. This will save time, paper and resources.<br/><b>Ian Wilkie, Deep River and District Hospital Corporation</b></li> </ul>                                                          |
|  <p><b>Flexible and accurate reporting</b></p> <p>Easy to use, customizable reports and improved access to HR and payroll data for reporting and planning.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      | <ul style="list-style-type: none"> <li>■ This opens so many doors for us. So many times we're asked for information... or for statistics and we just can't gather them because we have to go manually digging through and adding up numbers. We are really excited about the reporting module... I can see so many opportunities that we haven't had a chance to get at yet.<br/><b>Deb Evans, Stevenson Memorial Hospital</b></li> <li>■ We are able to write sophisticated financial reports using the new software whereas before we were reliant on IT consultants to make basic changes to reports.<br/><b>Myles Keeble, Stevenson Memorial Hospital</b></li> <li>■ We will also benefit from increased functionality that will support reporting and decision-making across the organization.<br/><b>Clarence Willms, Hotel Dieu Hospital</b></li> </ul> |
| <p><b>Final thoughts...</b> This is a wonderful opportunity and is hopefully just the beginning. In a time where dollars are very, very limited and there is much talk about integration, what a great place to start. Not only does CCIM gain a great understanding of how things should be implemented...they understand it from the perspective of the organizations that want the data – MOHLTC and the Ministry of Finance. I think in an effort to standardize in general – data, reporting, methods, efficiency, etc. – all health care providers should adopt... A fantastic project with fantastic people assisting organizations in progression. I hope it continues for others.</p> <p><b>Ian Wilkie, Deep River and District Hospital Corporation</b></p> |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |

## The HRIS project team presents to CSS and CMH&A organization staff in Peterborough

Would you like to learn more about the Human Resources Information Systems (HRIS) project?

If so, you might consider attending one of the many live or web-based information sessions the HRIS project team regularly holds in Local Health Integration Networks (LHINs) across the province.

These interactive and engaging meetings provide many opportunities for organizations in the Community Support Services and Community Mental Health and Addictions sectors to learn about the project, ask questions, watch a software demonstration and hear from organizations that are already reaping the benefits of participating.

"Community Care Peterborough was hosting the event so it was a good opportunity for me and our Manager of Finance to learn more about the HRIS project," says Danielle Belair, Executive Director at Community Care Peterborough. "The presentation was very informative and we can see the benefits of implementing some of the Quadrant Workforce modules. I would recommend the information session to other organizations. It gave us a clearer picture of what it's all about."



# Ontario Healthcare Reporting Standards evolve with the CHC Model of Care

With Community Health Centres (CHCs) having now completed their Q4/Year-End Trial Balance submissions, the CHC Ontario Healthcare Reporting Standards/Management Information Systems (OHRS/MIS) project remains focused on leading the development and implementation of CHC-specific standards.



Ontario Healthcare Reporting Standards provide insight into the financial status and statistical profile of CHCs and enable CHCs, the Ministry of Health and Long-Term Care (MOHLTC) and Local Health Integration Networks (LHINs) to generate and compare performance indicators between organizations and across the Community Care sector.

## Evolution Of The Standards

The development of CHC-specific standards kicked off in September 2009 when the project team began working with the CHC OHRS Advisory Working Group (AWG) and the CHC OHRS/MIS Steering Committee to

the standards and recently announced OHRS updates effective for the Q4 FY10/11 Trial Balance submission period.

## Investigating Harm Reduction

Additional investigation is currently under way in the area of harm reduction, which was identified as a gap in late 2010. The project team has reached out to a number of CHCs offering harm reduction programs and services, which seek to reduce the harms associated with substance use and sex work, for individuals, families and communities. In April, **Unison Health and Community Services** and **Regent Park Community Health Centre** presented their harm reduction programs to the AWG and project team.

Harm reduction approaches offer a comprehensive range of coordinated, user-friendly, client-centred and flexible programs and services. While harm reduction plays a big role at organizations like South Riverdale, Sandy Hill, Somerset West, Unison and Regent Park, it's an area that is not explicitly reflected in the standards. Currently, CHCs involved with harm reduction are reporting

and financial and statistical reporting requirements, a recommendation will be brought forward to the Steering Committee for endorsement, after which approval from HDB will be sought. If approved, updates will be formally incorporated into the OHRS and the CHC-specific chapter 12 and communicated to the sector for implementation in the appropriate OHRS reporting period.

The CHC OHRS/MIS project team looks forward to continuing to work with CHCs to evolve the standards, ensuring that CHCs realize the full benefits of OHRS!

## Community Health Centres (CHC) MIS OHRS project

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develop an understanding of the CHC Model of Care. In collaboration with Health Data Branch (HDB), the project team visited CHCs to gain first-hand experience and to validate their understanding of OHRS requirements and identify any gaps. This resulted in a framework for the CHC-specific OHRS which was approved by HDB in May 2010.

As the CHC model continues to evolve, so too must the standards to ensure they accurately reflect CHC programs and services and highlight the activities that CHCs do so well, from personal development groups to health promotion and harm reduction initiatives. The project team has continued to work closely with CHCs, the AWG and the Steering Committee to investigate ways to improve

elements of their programs and services in the existing functional centres. Creating a consolidated Harm Reduction functional centre would give CHCs visibility to the resources and client activities associated with these programs and services.

## Where Are We Now?

The project team recently presented options incorporating a Harm Reduction functional centre to the AWG for consideration. Like all standards development, the AWG and the project team will work toward consensus for a recommended functional centre framework, consulting with CHCs as required. Once the AWG is satisfied with the proposed functional centre framework, defi-



"THE BOSS GAVE ME FLOWERS FOR MY BIRTHDAY... ISN'T THAT THOUGHTFUL?"

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