

June 2021

Hub Collaboration Call

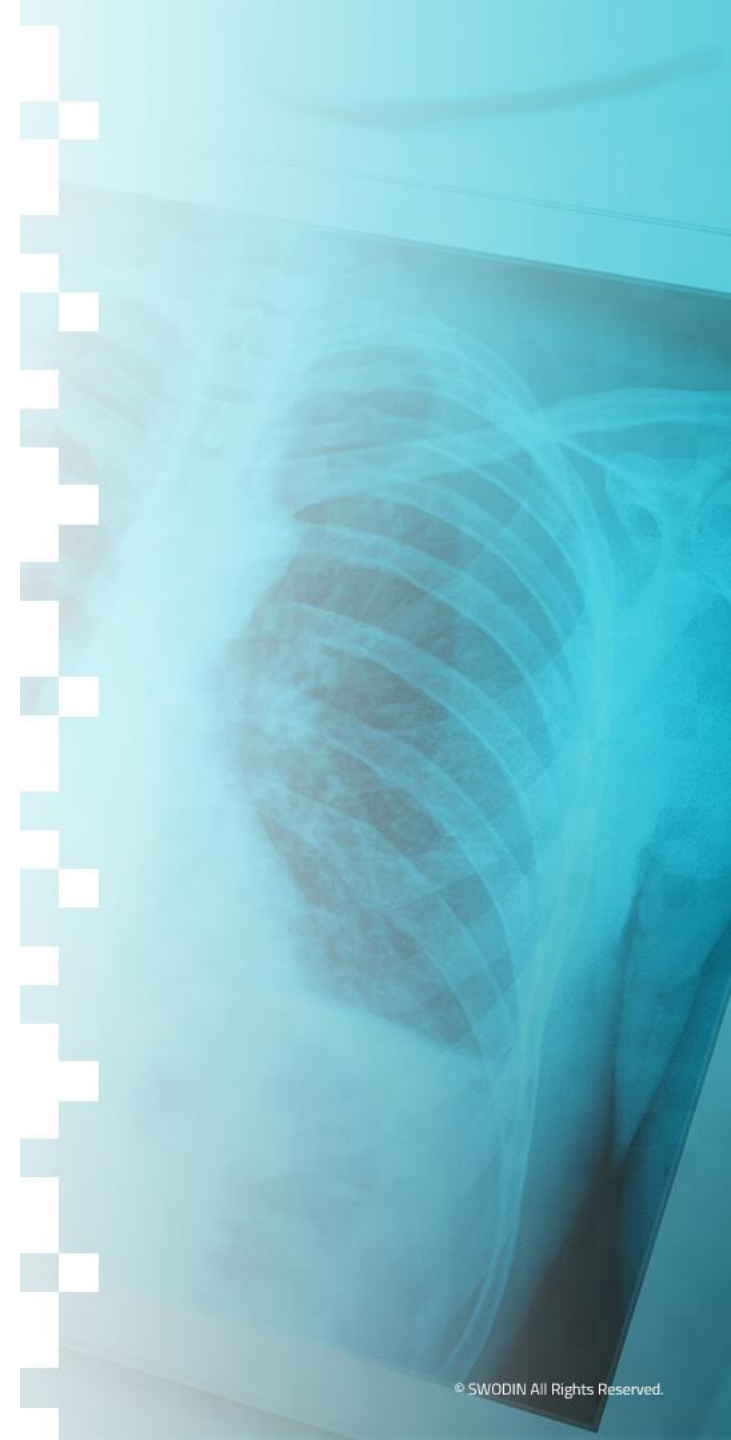
INFORMATION TECHNOLOGY SERVICES AT LONDON HEALTH SCIENCES CENTRE  
AND ST. JOSEPH'S HEALTHCARE LONDON

**SWODIN**

Southwestern Ontario  
Diagnostic Imaging Network

## AGENDA – June 24th, 2021

- **ZFP Upgrade Completed** – Steve Walker
- **Metrics**-Barb Rawlings
- **Ontario Health Update** – Barb Rawlings
- **Access Controls**–with Arielle Davidson
- **Housekeeping** – Steve Walker



# ZFP Upgrade 6 sp 10.2.2

# SWODIN

Southwestern Ontario  
Diagnostic Imaging Network

## ZFP Upgrade Version 6 SP 10.2.2

- **Start time:** Monday May 31st, 8:00 am
- **End Time:** Wednesday June 2<sup>nd</sup> , 5:00 pm
- **Duration: 3 Days**

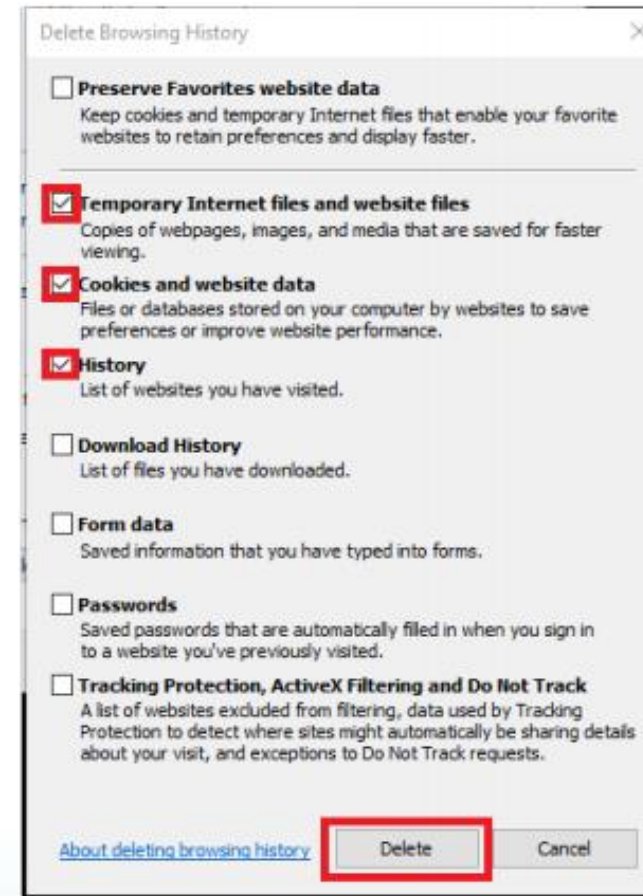
Previous to this upgrade, we could pull individual servers from the Pool of viewing servers, upgrade them and then make them available again. This was not the case with this upgrade.

This upgrade required us to repoint our viewing server location to the Secondary side (after it was upgraded), in order to upgrade the Primary image viewers all at once. We chose 3 days to provide ample time to complete the upgrade and allow some testing time as well.



# ZFP Upgrade Version 6 SP 10.2.2

- When performing a re-point to secondary image viewers, users may have experienced a blank screen when attempting to view images.
- Therefore we provided a work around to clear browsing history.
- Ensure the following options are checked.
  - Temporary Internet files and website files
  - Cookies and website data
  - History
  - Then Click “DELETE”





# QUESTIONS?

## GENERAL INQUIRIES

### **SWODIN Head Office**

The Stiller Centre  
700 Collip Circle  
London, Ontario  
N6G 4X8


 [swodin@lhsc.on.ca](mailto:swodin@lhsc.on.ca)

## FOR SERVICE ISSUE OR TECHNICAL SUPPORT

### **London Regional Helpdesk**

519-685-8335  
1-877-465-7167 ext. 44357 (4HELP)

### **Non-Urgent Inquiries or Requests**

 [helpdesk@lhsc.on.ca](mailto:helpdesk@lhsc.on.ca)

# Metrics

# SWODIN

Southwestern Ontario  
Diagnostic Imaging Network

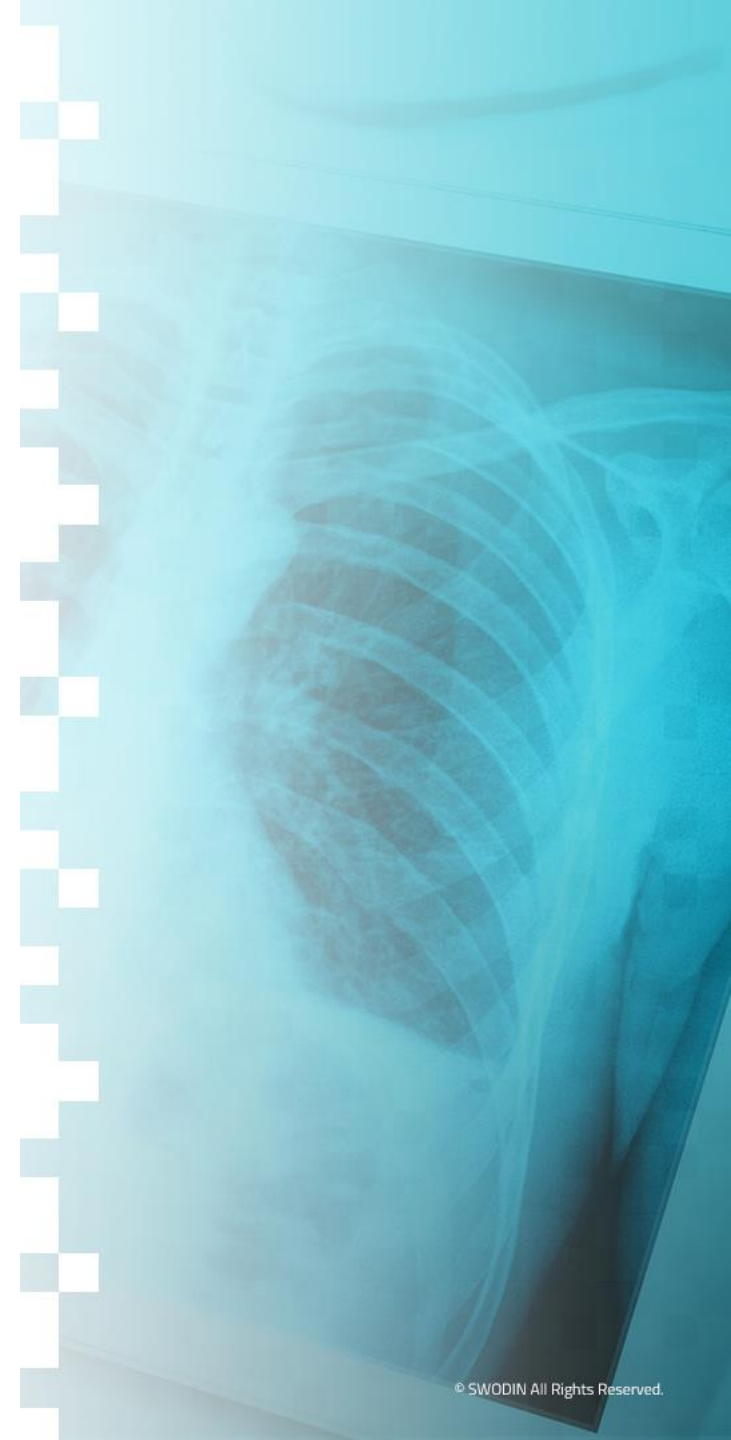
## Projects/Service Requests

- Clear Medical Imaging IHF with 8 clinics went Live June 23, 2021 with new RIS
- Oneview User Activity Report and Account Management
- GBIN PACS upgrade completed June 22, 2021

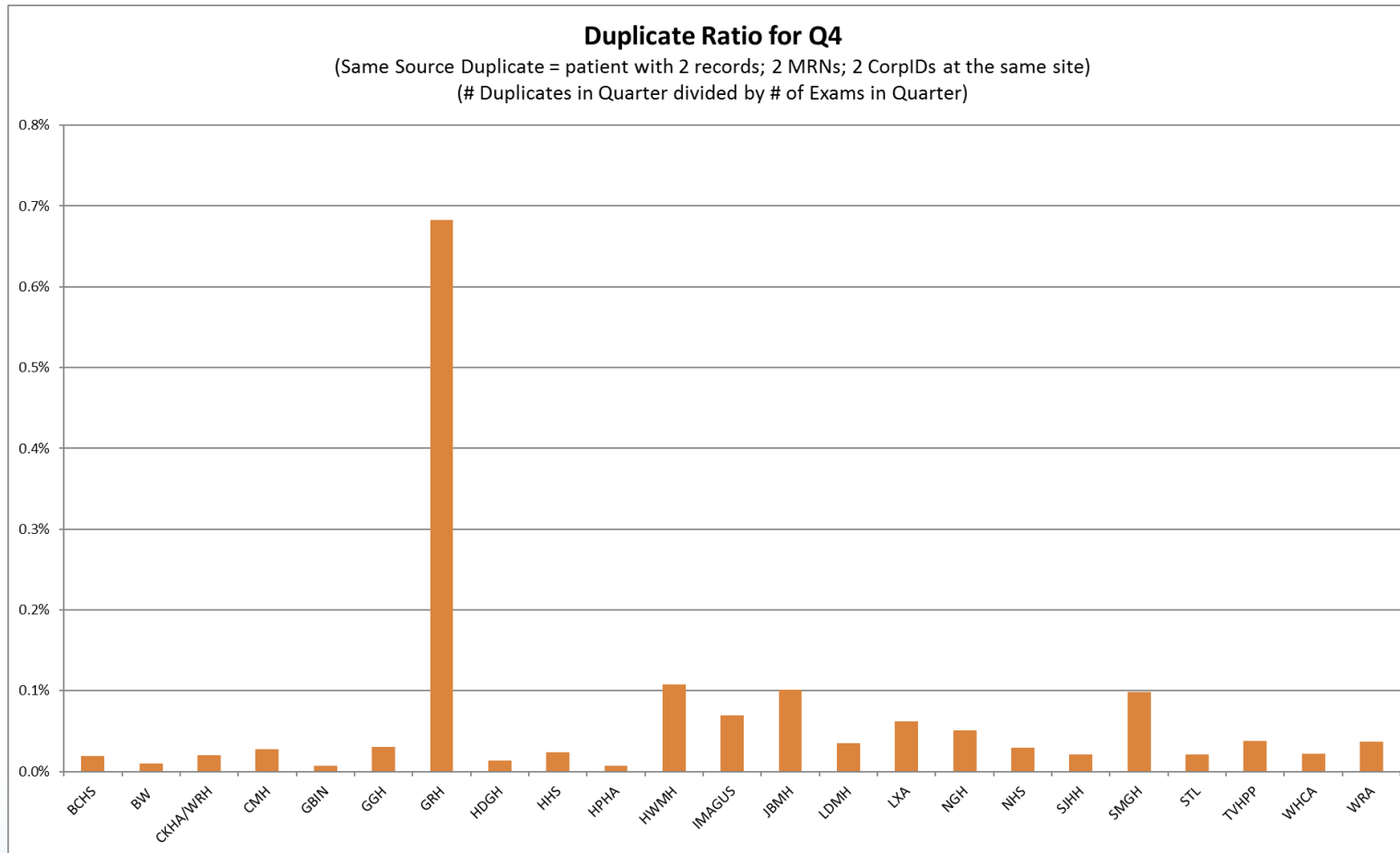


## Same Source Duplicates

- A same source duplicate is when a patient has two records at the same site.
- When we find a same source duplicate our auditor reviews the records and contacts the site auditor to determine which record should survive.
- Once this is determined, a merge will be done at the site (if not already performed); the duplicate records are also merged in EMPI and Oneview.
- Same source duplicates are tracked in a spreadsheet and reported in our Quarterly Service report in Graph form



# Same Source Duplicates

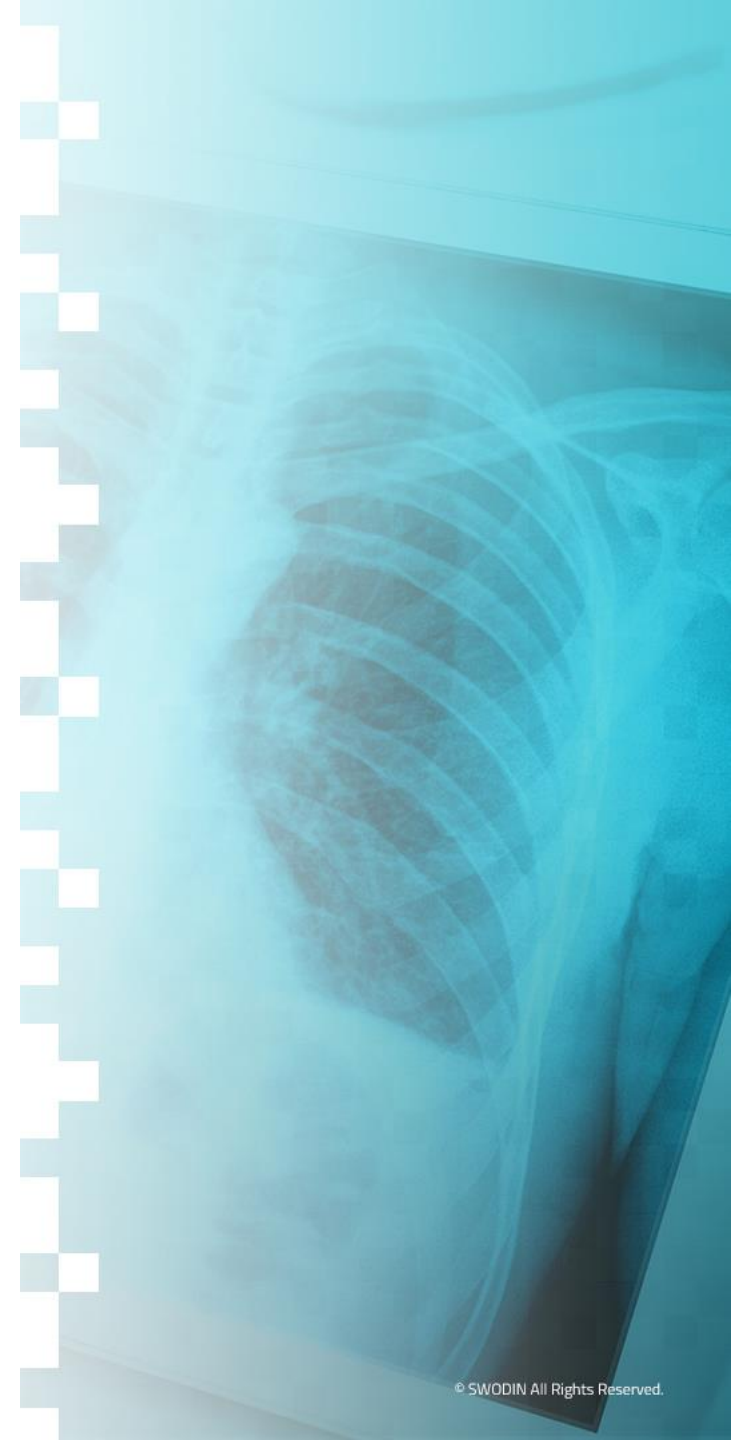


Common contributing factors for Same Source duplicates:

- Data extracts/conversion for HIS/RIS replacements
- New staff training
- Unique workflow steps
- Failed HL7 merge message

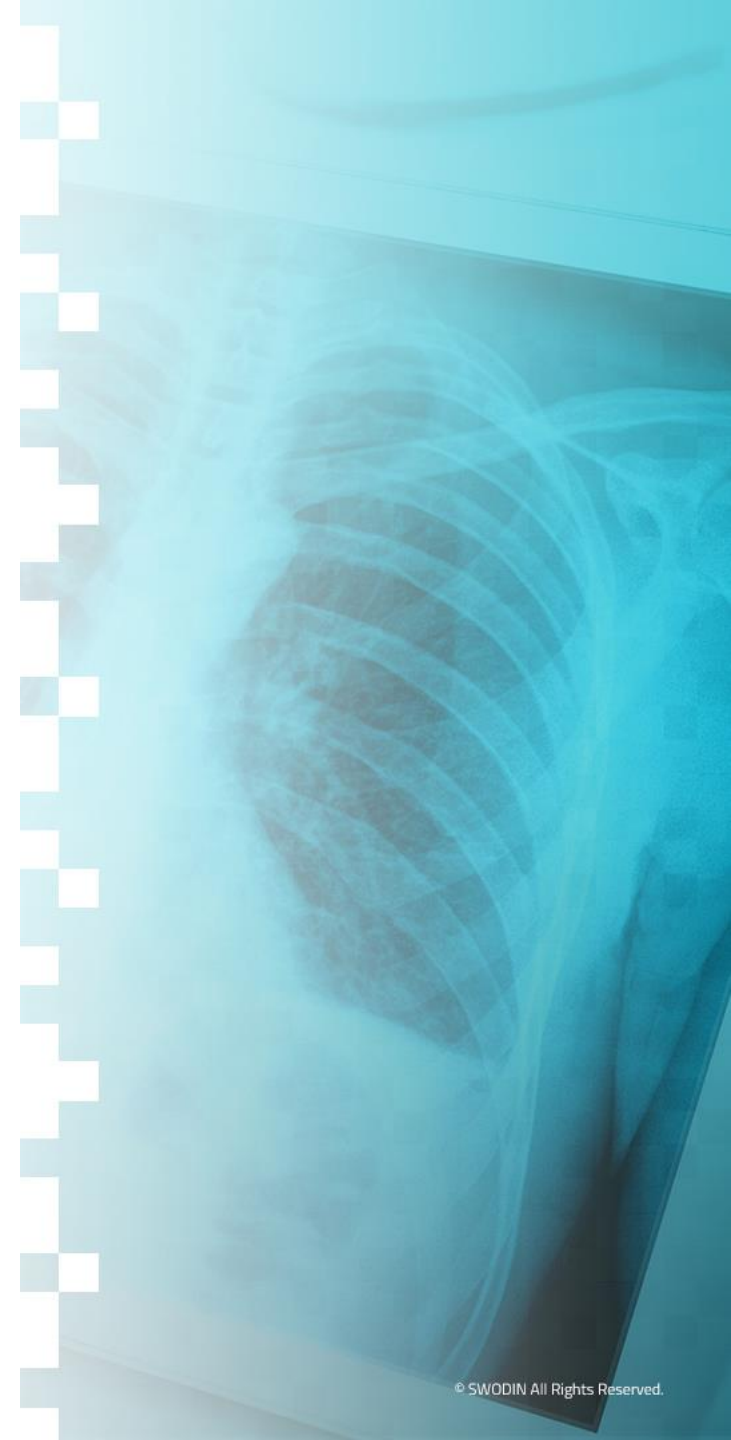
## Demographic Errors

- Demographic errors include DOB, Gender, Name, Healthcard Number and Patient Overlays
- Errors are typically discovered by our auditor when she runs the Potential Duplicate report or Potential Cross Hub merge (merge of records from two or more sites)
- HC validation used to determine correct info
- Site may be contacted to update their records. Many sites choose to wait until patient returns to confirm/update their record



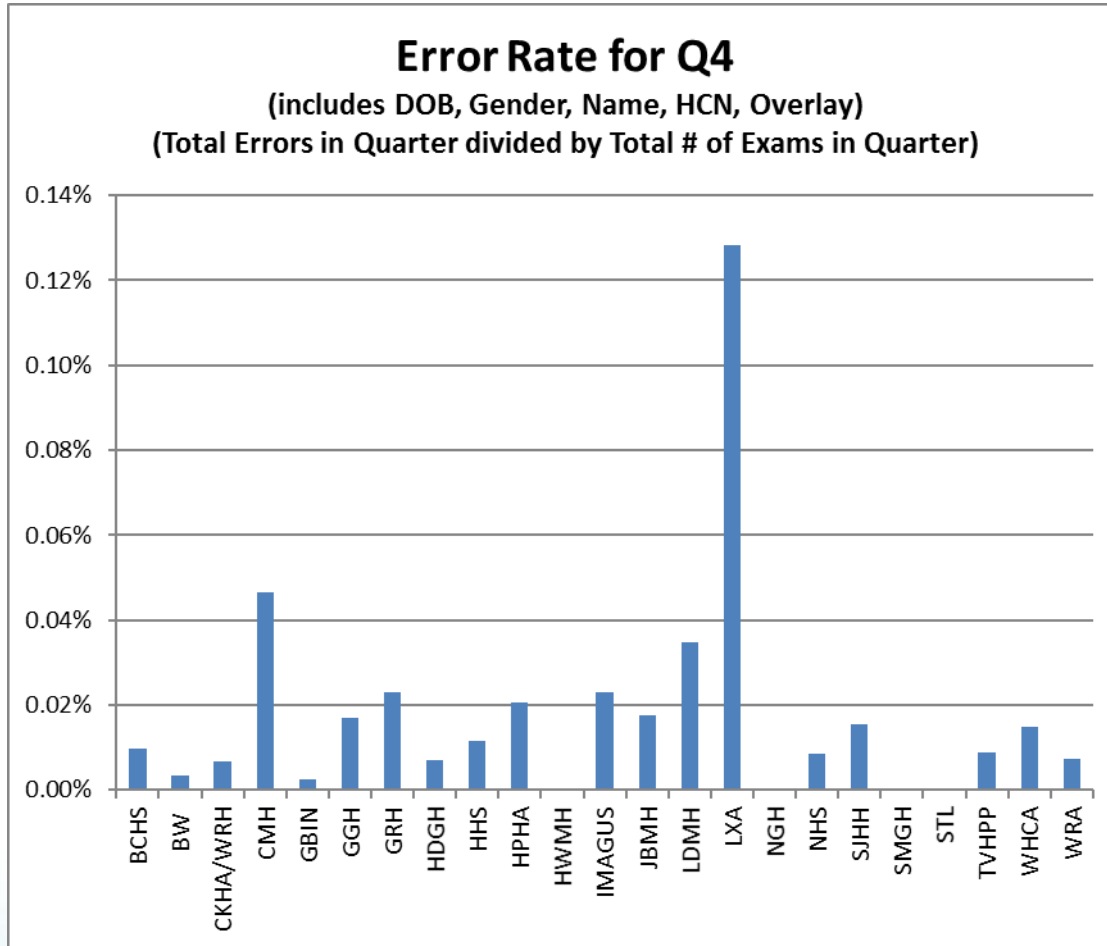
## Patient Overlay

- An Overlay is when a patient record is updated with another patient's demographic information
- These are discovered on the Potential Overlay report
- Our auditor will review the record in EMPI and use HC validation to determine what information is correct
- If it is an Overlay we work with the site to get records corrected, which may include splitting records if a merge has been triggered in EMPI, or moving exams from one record to another if the site is not able to correct with cancel/reorder net new accessions.





# Demographic Errors and Overlays



- Demographic errors and Overlays are tracked in a spreadsheet and reported on our Quarterly Service report in graph form
- This graph shows the Error ratio by site
- Calculated by dividing total number of errors for a site by the total number of exams for the site



# QUESTIONS?

## GENERAL INQUIRIES

### **SWODIN Head Office**

The Stiller Centre  
700 Collip Circle  
London, Ontario  
N6G 4X8


 [swodin@lhsc.on.ca](mailto:swodin@lhsc.on.ca)

## FOR SERVICE ISSUE OR TECHNICAL SUPPORT

### **London Regional Helpdesk**

519-685-8335  
1-877-465-7167 ext. 44357 (4HELP)

### **Non-Urgent Inquiries or Requests**

 [helpdesk@lhsc.on.ca](mailto:helpdesk@lhsc.on.ca)

Ontario Health

**SWODIN**

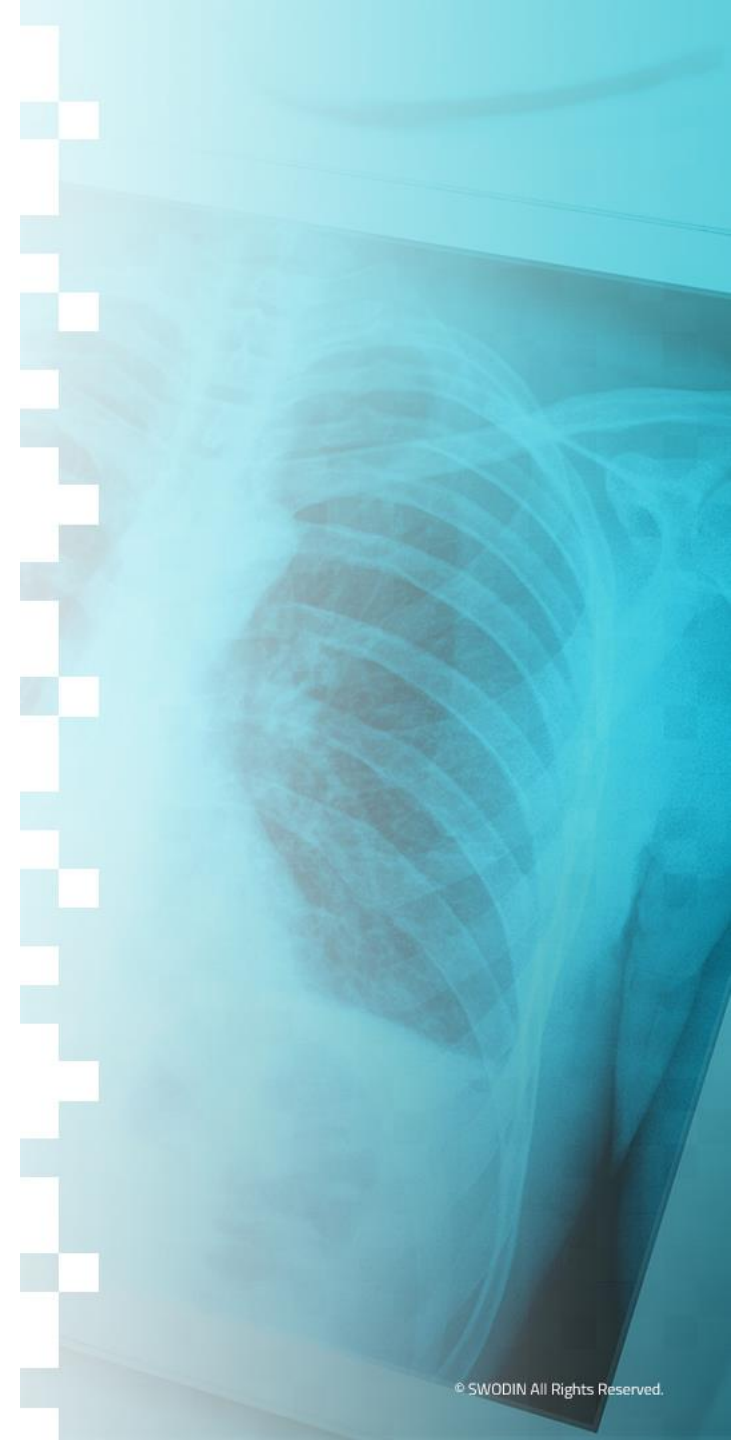
Southwestern Ontario  
Diagnostic Imaging Network



## E-health is now known as Ontario Health

New email for their Service desk

- Email: [OH-DS\\_esd@ontariohealth.ca](mailto:OH-DS_esd@ontariohealth.ca)
- Reminder to contact Ontario Health to ensure patient records are updated after a correction
- **Subject line: “Data Integrity – DI Common Services”**
- Phone: Toll free: 1-866-250-1554
- Do not include any PHI in the ticket or by phone to the helpdesk representative. Someone from the Data Integrity team will contact you for the patient information.





ACCESS CONTROL

**SWODIN**

Southwestern Ontario  
Diagnostic Imaging Network

# HOUSEKEEPING ACCOUNT MANAGEMENT

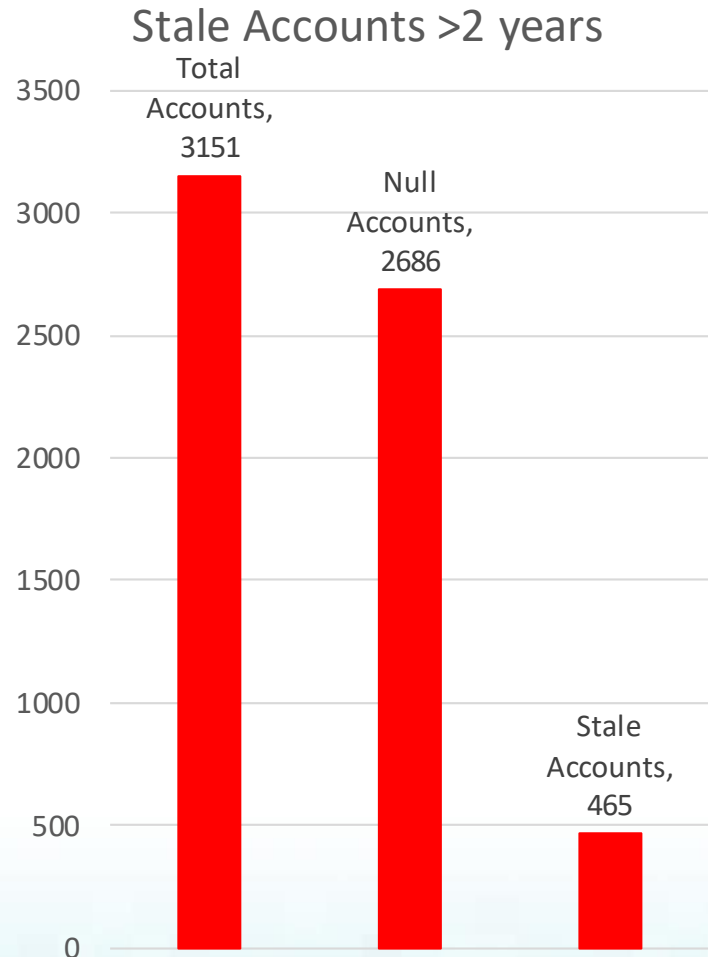
## ■ Account Management

- ✓ Change: User activity report to be sent quarterly. Each quarter, sites are requested to work on singular tasks.
- ✓ Change: Excel ONLY shows user accounts needing action.
- ✓ Change: Emails will focus ONLY on actions required.
- ✓ July User Activity Report will focus on ACCESS CONTROL.

### Quarterly Review

January  
April  
July  
October

# ACCOUNT MANAGEMENT



## Definitions

Null Accounts: Accounts that have never been logged into  
Stale Accounts: Accounts that have been logged into, but are no longer in use based upon a specified date range

### Hospital Corporate Policies



- Stale Accounts
- Rotational User Accounts: sabbatical, mat leaves, sick leaves, etc.
- Password Expiry/ Change Requirements

### Ontario Government



- Creating provincial standards for healthcare providers
- Web Search: go its 25  
[GO-ITS 25.0 General Security Requirements | Ontario.ca](#)  
Sections: 3.1.1, 3.1.2
- Recommend unused accounts be removed within 45 days {3.1.2(f)}

Housekeeping

**SWODIN**

Southwestern Ontario  
Diagnostic Imaging Network



# HOUSEKEEPING

- **Urgent Issues**
  - Please call the London Helpdesk and request that they forward incident to the Oneview team
  - 519-685-8500 EXT 44357 (4HELP)
  - 1-877-465-7167
- **Non Urgent Issues**
  - Please email [Helpdesk@lhsc.on.ca](mailto:Helpdesk@lhsc.on.ca) and if you want, copy [oneview@lhsc.on.ca](mailto:oneview@lhsc.on.ca)
- **SWODIN Website (<https://www.swodin.ca>)**
  - Login Credentials have been e-mailed to users, if you did not receive yours, please e-mail [Oneview@lhsc.on.ca](mailto:Oneview@lhsc.on.ca)
  - Educational and Training Materials can be found here
  - Updated list of Participating Organizations can be found here
- **Procedure Code Creation**
  - Continue sending request document to [Helpdesk@lhsc.on.ca](mailto:Helpdesk@lhsc.on.ca) with a copy to [oneview@lhsc.on.ca](mailto:oneview@lhsc.on.ca)
  - Please complete all fields in the document
  - Procedure Code Template and other Documents are available on the SWODIN website under Education Materials
- **Application Additions, Upgrades, Changes to your environment**
  - **Regarding any application additions or upgrades in your environment that may affect Oneview - please contact us before GO-LIVE so adequate testing can be completed. HIS/RIS/Speech/QC, Interface changes etc.**
- **Account Management**
  - Site administrators are responsible for their own sites users adding/creating/modifying user accounts.
  - User Management clean up
  - Privileged User Account Management
- **Site Contact List Update**
  - If you have any changes to the contacts at your site please send the changes to [Oneview@lhsc.on.ca](mailto:Oneview@lhsc.on.ca)
  - We apply any changes we receive throughout the year and the list is reviewed annually to ensure we have an accurate list of site contacts
- **General**
  - When troubleshooting issues with the SWODIN Team please make sure you de-identify any screen caps that you send via standard email. We do not want to risk Patient Health Information (PHI)
  - Each site is responsible for managing their own sites exceptions list in Oneview.



# QUESTIONS?

## GENERAL INQUIRIES

### **SWODIN Head Office**

The Stiller Centre  
700 Collip Circle  
London, Ontario  
N6G 4X8


 [swodin@lhsc.on.ca](mailto:swodin@lhsc.on.ca)

## FOR SERVICE ISSUE OR TECHNICAL SUPPORT

### **London Regional Helpdesk**

519-685-8335  
1-877-465-7167 ext. 44357 (4HELP)

### **Non-Urgent Inquiries or Requests**

 [helpdesk@lhsc.on.ca](mailto:helpdesk@lhsc.on.ca)