

## CCMS @ Charles H Best Diabetes Centre

## FAQs

The Charles H Best Diabetes Centre for Children and Youth (CHB) was founded in 1989 by Marlene Grass, RN as a "first of its kind" nurse-driven Centre. It is currently located in Whitby, Ontario, Canada and serves Durham Region. The unique Centre is a Registered Charity, community-based, serving children, youth and more recently adult patients with Type 1 Diabetes. It is committed to providing Type 1 Diabetes education, management and support to meet their patients' ongoing needs and "keep them healthy until a cure is found".

### What does CHB do?

CHB's pioneering staff includes five Registered Nurse educators, three dietitians, and a counsellor, all specialists in their field of Type 1 Diabetes. (Physicians are not on staff; CHB works closely with quite a number of specialists, both adult and paediatric, on and off site.) In addition to the Centre's regular work week assisting families with day to day diabetes management, the professional staff is available to patients and families by pager 24/7/365 for proactive assistance with urgent diabetes management issues requiring immediate intervention and crisis prevention. This 24/7/365 service markedly reduces Emergency room visits and re-hospitalization admissions resulting in substantial health care savings, as well as reducing inpatient hospital stay dramatically, if required.

CHB is the Type 1 Diabetes Centre for the rapidly growing Durham Region representing a population of well over half a million people. The Centre participates as a community placement for the University of Ontario Institute of Technology and Ryerson Institute of Technology nursing degree students, as well as providing mentoring for other diabetes educators wanting to increase their knowledge and expertise in the management of Type 1 Diabetes. The Centre also has programs for pregnancy, instruction in insulin pump and blood glucose sensor use, support groups, and social events for patients' young families.

### What is CHB doing in informatics?

In 2008 CHB initiated a fast-start project to adopt an innovative community care informatics solution. The TELUS Community Care Management Solution (CCMS) is a full electronic health record and patient management system which makes patient charts and clinical notes available to CHB's community care providers at the point of care, using mobile devices such as a PDA or laptop.

CHB went live on CCMS in October 2008 - on-schedule and on-budget - after only a two month implementation period, demonstrating that a fast implementation is possible in these times of protracted healthcare projects.

### What is CCMS?

CCMS is a software solution designed specifically for community, home care and long term care providers and health care organizations whose work force is highly mobile. CHB's care providers use a mobile device at the point of care, such as a laptop or PDA, to view and update patient charts and records, complete assessments, access test results and instantly share clinical notes with their staff and other health providers. Access to the system is 24/7/365 and patient data is off-site in a secure TELUS environment.

CCMS is delivered as a fully hosted and managed service using the Microsoft Office platform. TELUS hosts and manages the application, and provides CHB with network connectivity, security support, 24/7/365 customer service and required hardware such as PDAs.

### What has CHB achieved with CCMS?

The Centre is a true community-based, multi-disciplinary care Centre, and the CCMS project has enhanced connectivity with the patients and their families in the community, home, and school, and at the Centre and hospital levels.

CHB's work often takes them into the homes and schools of patients, off-site and after hours. The key benefit of CCMS has been the ability for staff to do remote charting and gain access to patients' electronic charts and clinical notes while off-site. Old paper charts are being eliminated and stored and are referred to less and less, improving the efficiencies of managing the families CHB serves. CCMS tracks patients in a case-focused, rather than an episodic manner, allowing the staff person to get a complete view of the patient, at their fingertips.

The business management functions of CCMS allow the Centre to better report to their board and their funders, in more detail, with better visibility of patient metrics. The Centre's staff has adopted the technology wholeheartedly, and the change management process of converting from paper records to electronic health records has been smooth. Says Marlene Grass, RN, Executive Director and Founder, "I absolutely love it."

For more information, call CHB at 905 666 7796 or contact HSAGlobal today.

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