

Issue 5 Newsletter September 1998

# Association of Hemophilia Clinic Directors of Canada

Canadian Hemophilia Assessment and Resource Management System Newsletter

## General Comments:

Progress towards the ultimate installation of the CHARMS program at all hemophilia clinic sites has continued throughout the Summer. Acceptance Testing has been performed at seven clinic sites (Halifax [QEII], Montreal [Ste. Justine], Kingston, Toronto [HSC], London, Calgary and Hamilton) and at the AHCDC office in Toronto. The overall feedback from these sites has been positive although, as might be expected, many relatively small revisions have been suggested and are currently being programmed into the version of CHARMS that will be installed at all sites shortly.

Andrea Vogel has spent time with personnel from the CBA evaluating the "Center-Point" module for collation of data from the clinics, and again, their feedback has been largely positive. Finally, the French version of the program has been reviewed by the Ste Justines clinic and it too seems to have progressed well.

## The CHARMS Implementation Schedule:

You will find below, the proposed schedule for CHARMS installations over the next 2 months. In a prior memo, we have already asked that all clinics ensure that they have their CHARMS computer on site and that personnel have been identified to begin the implementation of CHARMS activities. We therefore assume that this schedule will be feasible from the clinic viewpoint.

Several specific issues relating to this schedule should be highlighted:

- The initial "finalized" CDs will be distributed to the 7 Acceptance Testing sites because they already have experience with the program and their CDs will not overwrite the data that they have already input during the Acceptance Testing Phase. In addition, if there are any major glitches after these CDs have been cut, this can still be remedied before the remainder of the CDs are produced.
- McMaster will provide on-site installation of CHARMS at all clinics as per this schedule. However, as you will see from some additional news detailed below, they will have their work cut out to keep to this schedule and would prefer if "computer confident" sites go ahead with installation and ask for telephone support if or when this is needed. Our experience with installations to date has been that this is straightforward, but if there is any doubt in the mind of clinic personnel make sure that you indicate to McMaster that you require a site visit.
- After all installations have been completed, there will be a period of post-installation familiarization with CHARMS, accompanied by a telephone and e-mail support service provided by McMaster. It is very important that your clinic personnel get to feel comfortable with the various aspects of the program during this initial 3 month period and it is suggested that the same procedures be followed as carried out at the Acceptance Testing sites (a comprehensive CHARMS manual will accompany all CDs).

We will be monitoring the progress of this implementation schedule very closely and encourage any clinic that is having problems with the installation or post-installation support to contact Andrea at the AHDCDC office or a member of the Implementation Steering Group (all contact addresses at the end of this Newsletter).

Remember that the CBA has provided us with a budget for CHARMS implementation and maintenance and you should contact Andrea to discuss the details of how these funds can be accessed.

With Regards to the future of CHARMS, we have contacted Dr. Graham Sher, the newly appointed Medical Vice-President of the CBS to inform him of the system and its benefits, and we will see what he has to say.

### **The CHARMS Contract:**

If you have been reading "between the lines" of this Newsletter you may have sensed a change in our relationship with the McMaster developers. Unfortunately, this is this case. Over the past three months the Core Implementation Group has spent a considerable amount of time trying to rescue an agreement that has been abandoned by the Administration at McMaster. We should emphasize that the three people involved in the development of CHARMS, Cecilia Stiles, Khursh Ahmed and Irwin Walker have continued to show their individual commitment to the program, but Cecilia's appointment to the Computer Services Unit at McMaster has been terminated as of September.

The result of these events is that Khursh will be dealing with the installation and post-installation process single-handedly. We have spoken to him on many occasions over the past couple of months, and he is committed to this implementation process. However, this will be an extremely demanding schedule and we have told him that, in light of McMaster's contractual obligations, we will be monitoring the adequacy of this process very closely.

McMaster will not now be involved in the future maintenance and support of CHARMS as detailed in our contract. We have already spoken to Cecilia about helping us with this aspect of ongoing CHARMS activity and there is a strong likelihood that she will continue to be involved in this project as an external consultant. Cecilia is also prepared to offer her services for information transfer from pre-existing databases such as McCHIP and clinics interested in this possibility should contact Andrea to discuss the process.

### **Conclusion:**

In summary, as with other National MIS projects before it, CHARMS has managed to provide us with more than enough anxiety and uncertainty. However, the program continues to get positive reviews and we are now very close to its nationwide installation. Let us hope, that by our next AGM, we will be even more certain about the long-term benefits of this system.

### **CHARMS IMPLEMENTATION SCHEDULE: (September-December, 1998)**

<b>Dates:</b>	<b>Tasks:</b>
<b>September 10</b>	Distribution of Final CHARMS CDs to Acceptance Testing sites for review.

<b>September 11-18</b>	Finalization of French version
<b>September 28-October 6th</b>	On-site installation of CHARMS in Central Canada
	Ottawa (2 sites) Hamilton
	Kingston Montreal (2 sites)
	Toronto (3 sites) Quebec City
	London Sherbrooke
<b>October 7-14</b>	On-site installation of CHARMS in Eastern Canada
	St. John's, Nfld Moncton, NB
	Halifax, NS (2 sites) St. John, NB
	Charlottown, PEI
<b>October 15-16</b>	On-site installation of CHARMS in Northern Ontario
	Thunder Bay Sudbury
<b>October 19-27</b>	On-site installation of CHARMS in Western Canada
	Winnipeg Calgary
	Saskatoon Vancouver
	Edmonton
<b>October 19 - end of December</b>	Provide technical support via phone and e-mail
	All clinics to complete procedures employed for Acceptance Testing

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