



OSCAR BC

Connecting Care • Creating Community

2020 Annual Report



Annual General Meeting, Sat Sep 25, 2021, at 9 am

- Members of OSCAR BC are invited to participate in our virtual 2020 AGM

About OSCAR BC

- OSCAR BC is a non-profit organization, established in 2016
- We are a member-driven organization. Member contributions are vital to helping our organization take on the work required to strengthen the OSCAR user experience.

Directors

- Our volunteer directors support the OSCAR EMR user community. They ensure that OSCAR BC manages projects that enhance OSCAR EMR functionality required by governments and Health Authorities in BC.
- In 2020, our directors included Dr. John Yap (President), Dr. Khai Phan (Treasurer), Barbara Gobis, Dr. Colleen Kirkham, Gunther Klein, Morgan Price, Dr. John Robertson, Lee Saxell, Patti Scott, and Jens Weber



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MESSAGE FROM THE PRESIDENT

Friends of OSCAR,

It is with great pleasure that I present OSCAR BC's 2020 Annual Report.

That OSCAR's community is unique is a huge understatement. Undoubtedly, OSCAR EMR users have widely differing needs and intentions. For many, the need for a reliable, affordable, sustainable, safe, and secure Electronic Medical Record, brought us together as a community and connected us to the power of OSCAR. For others, developers gathered to flex their creativity to further enhance OSCAR's potential to be one the BEST EMRs available. For some, people joined our community to be a part of "all of the above."

Regardless of what camp you're in, there's no denying that the landscape has changed dramatically in recent months. There are political, economic, and biological pressures that are deeply affecting how we work and live, and even how we use OSCAR.

OSCAR BC's board of directors is a diverse group of OSCAR EMR users and developers who agree that this EMR helps us improve health care outcomes in BC. I am proud to hold the torch as President of OSCAR BC. I enjoy working with these passionate OSCAR users who do what we can to keep OSCAR reliable, affordable, and sustainable. Our expansion into training has been helpful to our community as well.

My hope is that OSCAR can keep moving forward to stay at the forefront of EMR technology. OSCAR BC is uniquely positioned to continue our work with government and other agencies that influence health care provision. I hope you continue to support the efforts of OSCAR BC and that you'll always be a friend of OSCAR!

Thank you,

Dr. John Yap
President, OSCAR BC



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STRATEGIC PLAN

- An in-person strategic planning session with newly-elected directors was planned but was cancelled, due to COVID-19.
- [OSCAR BC's Strategic Plan](#) was developed via virtual meetings. It is now available publicly on the OSCAR BC website.

PROJECT ACTIVITIES in 2020

- CareConnect
- Cares Form, Fraser Health
- CDX Interoperability Project
- Unifying Clinical Information (UCI), Fraser Health Provincial Forms Solution
- Provincial Prescription Management (PPM)

FINANCIAL STATEMENTS

- The 2020 Profit & Loss Statement and the 2020 Balance Sheet can be found on [oscarbc.ca/About Us/2020 Annual Report](https://oscarbc.ca/About%20Us/2020%20Annual%20Report)



2020



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Members & Contributions

- 110 contributing members, representing approximately 340 OSCAR EMR users
- 108 quarterly and 2 annual contributions



OSCAR BC Welcomed 7 NEW Members in 2020

- Cedar Family Practice
- Dr. Lawrence Yang, Gateway Medical Centre
- Dr. Ron Reznick
- Lookout Housing & Health Society
- Lu'ma Medical Centre Society
- Mainland Sleep Clinic
- Sukhman Medical Clinic





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MARKETING & ACTIVITIES – SNAPSHOT 2020



- **Digital Newsletters**

New: Embedded into email
(Rather than PDF attachment)

- **YouTube Channel**

New in 2020

- **Website**

New website in 2020

New pages:

BC eForms Search

EMR Service Providers

Third-Party Apps

- **Member Survey**

New digital survey
administered

- **Social Media**

Post frequency
matched newsletters

- **Events**

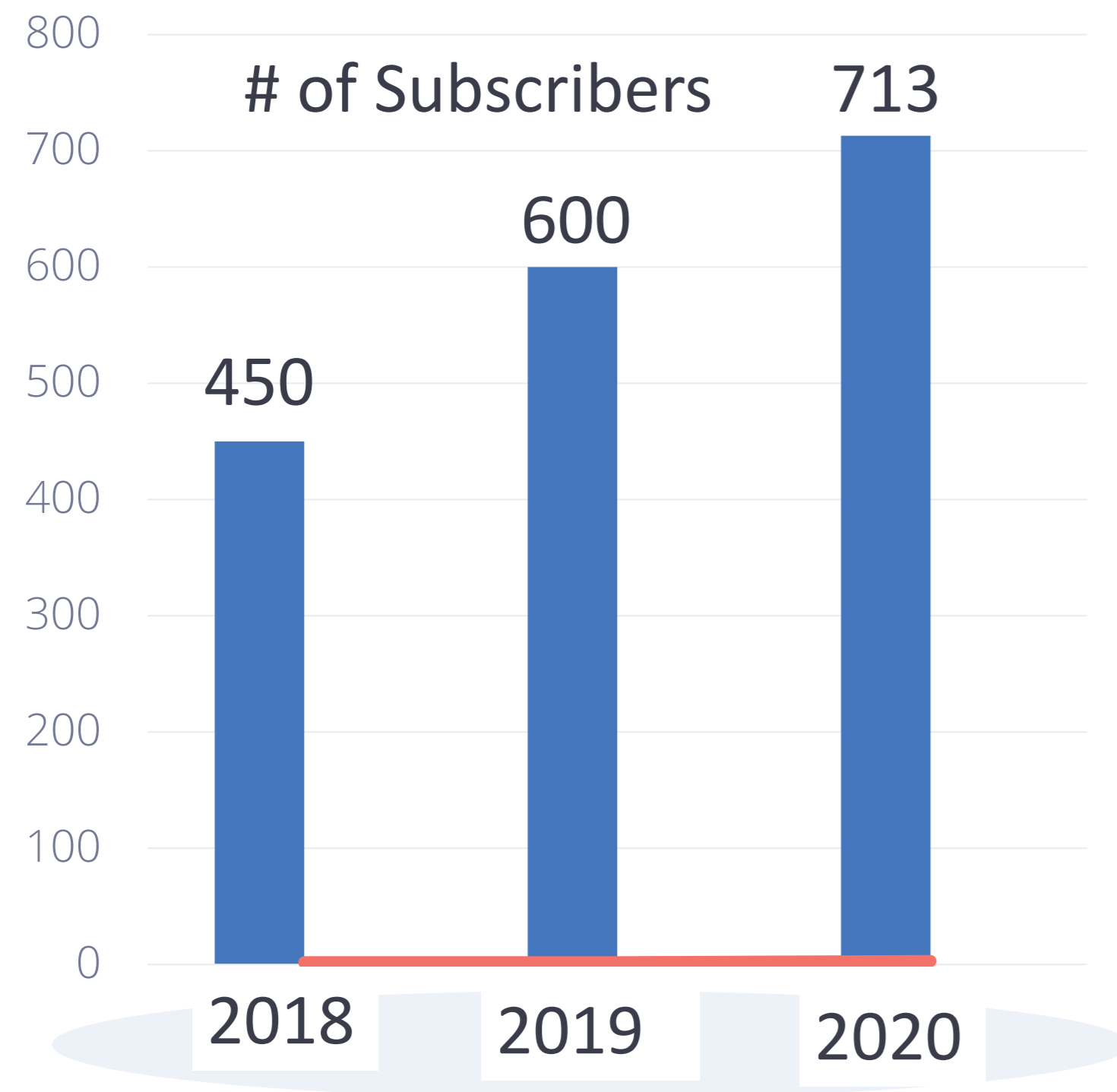
OSCARCON postponed
OSCAR miniCONs
could not be planned
in 2020 due to COVID-19



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DIGITAL NEWSLETTERS 2020



- Newsletters were integrated into email (formerly, PDF attachment delivery)
- 12 digital newsletters sent in 2020
- 72% was the highest open rate in 2020 (up from 57% in 2019)
- Highest open rate titles were related to “Coronavirus”
- Next highest open rates were related to “AGM” “eForm News”
“New website, eFaxing, Virtual Directory, Donation”

OSCARCON VANCOUVER 2020

*Postponed
due to COVID-19*

EVENTS 2020

COVID-19 adversely impacted OSCAR BC operations

- OSCARCON was postponed
- OSCAR miniCONs could not be planned
- In-person training was replaced by videos on OSCAR BC's new YouTube channel

CHANNEL STATS 2020

- Published at the end of October
- 19 videos posted in 2020
- 14 created by Dr. John G.M. Robertson
- 4 created by Dr. Stan Hurwitz
- 1 created by David Rusk
- 262 total video views
- 53 subscribers by Dec 31, 2020

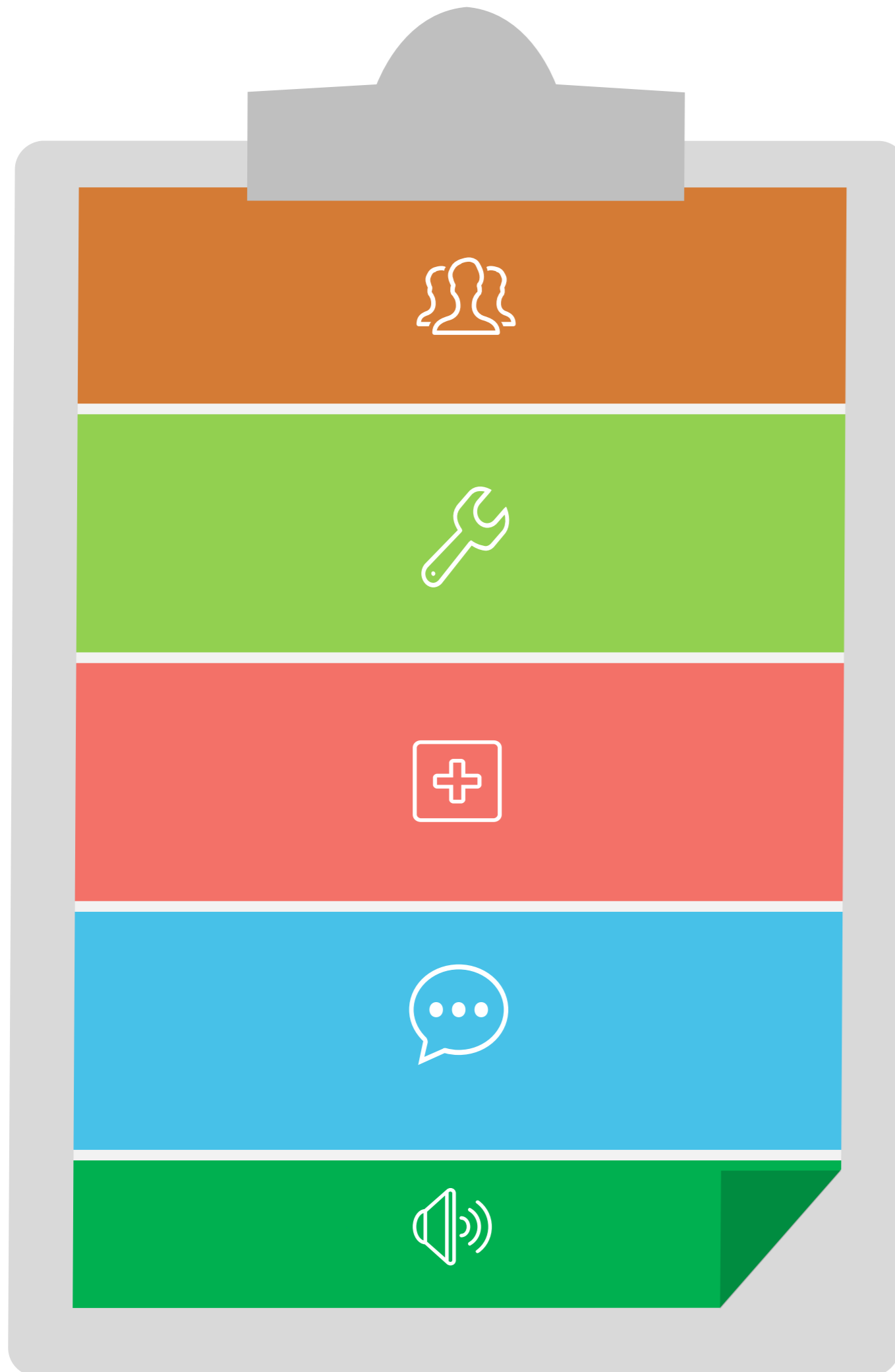
Thanks to
these video
creators for
their content





MEMBER SURVEY

OSCAR BC conducted its first digital member survey in June 2020



Q. "What are your priority OSCAR fixes and Training Requests?"

- 113 members surveyed
- 74 people opened the survey (65%)
- 58 people completed the survey (51%)

OSCAR EMR Priorities Identified (#1 is the highest priority)

1. eForms
2. Prescribing
3. Billing
4. Referral System
5. Imaging Results (importing)
6. Secure Messaging
7. Charting
8. Scheduling
9. Patient Registration
10. Disease Registry

These priorities were primarily used to consider new video and training content

OSCAR BC worked with EMR Service Providers on bug fixes and development requests



SOCIAL MEDIA

12 social media posts were published in 2020 (matching the newsletter frequency).

OSCAR BC's socials remain unpopular but support OSCAR BC's online presence. (Channels est. in 2019)



- 39 Followers
- 592 Reach (#people viewed our posts)
- 207 Engagements (clicks, reaction, shares)

Most popular posts were related to COVID-19



- 34 Followers
- 3,556 Impressions (# of times seen)
- 68 Engagements (clicks, reaction, shares)

Most popular post was related to our new YouTube Channel



Visit the new OSCAR BC YouTube channel —15 training videos to date. Community-supported OSCAR learning. Please like, share, and subscribe bit.ly/OSCAR-BC-YouTu... pic.twitter.com/wnNor0oHA7



- 27 Followers
- 240 Impressions (# of times seen)
- 10 Engagements (clicks, reaction, shares)

Most popular post was related to our Survey Results



In case you missed our OSCAR EMR Survey results, have a look. Plus AGM announcement and OSCAR BC Directors needed. <https://lnkd.in/gHEf7q8>



BRANDING

This image was applied to all marketing platforms, to create a recognizable and coherent look. In 2020, it appeared on the

- oscarbc.ca website
- Facebook, Twitter, LinkedIn, and YouTube banners



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