



OSCAR BC

Connecting Care • Creating Community

Annual Report 2021



OSCAR BC

Annual General Meeting, Sat Nov 19, 2022, at 9 am

- Members of OSCAR BC are invited to participate in our virtual 2021 AGM

About OSCAR BC

- OSCAR BC is a non-profit organization, established in 2016
- We are a member-driven organization. Their contributions help us to 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 2021, our directors included Dr. John Yap (President), Dr. Khai Phan (Treasurer), Dr. Stanley Hurwitz, Barbara Gobis, Dr. Colleen Kirkham, Dr. Gunther Klein, Allison Nourse, Dr. John Robertson, Patti Scott, and Dr. Ravi Vanukuru



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MESSAGE FROM THE PRESIDENT

Friends of OSCAR,

So much has happened in the world since our last AGM, and also within OSCAR. The threat of COVID is likely never going away, and the changes for OSCAR also likely are not going to stop either. The question on my mind is whether OSCAR changes will be for the better or for the worse.

During this time of uncertainty, I am still encouraged by the resilience of this community. The volunteer board continues to participate when possible. Our two paid executive members – Ken Becotte and Cindy Babyn – have been integral to the success of OSCAR BC, and have overperformed despite being underpaid. As physicians – we know that feeling all too well.

Over the past two years, OSCAR BC has connected with users through various webinars that have been well attended. We have promoted improved use of the EMR through YouTube training videos and upgraded eForms. These are posted for all OSCAR users to access on the World OSCAR, which is also linked to the OSCAR BC website. We continue to engage with various Government agencies who are proposing major changes in all EMR's, not just OSCAR, to ensure that our needs are properly addressed. We try to ensure that all OSCAR vendors and support providers continue to keep OSCAR affordable, reliable, sustainable, and secure.

This effort requires all of us to participate in some manner. We have to call out when something isn't working and make a concerted effort to fix it or identify someone who can. We need to share what is working, so that all can benefit. This is what made OSCAR great when I chose it back in 2008, and what I feel will continue to make it so, going forward.

I hope you see that too, and that you'll continue to support our efforts at OSCAR BC.

Thank you,

Dr. John Yap

President, OSCAR BC

Our Strategic Plan was completed in 2021 & posted to oscarbc.ca/About Us

This is an excerpt



Our MISSION is to ACT

Advocate | Collaborate | Trust



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Members & Contributions

- 111 contributing members, representing approximately 340 OSCAR EMR users
- 109 quarterly and 2 annual contributions

OSCAR BC Welcomed NEW Members in 2021

- Patti Scott
- UBC Pharmacists Clinic



BECOME A MEMBER





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PROJECT ACTIVITIES in 2021

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

FINANCIAL STATEMENTS

- The 2021 Profit & Loss Statement & The 2021 Balance Sheet can be found online at:
oscarbc.ca/annual-reports/
- [2021 Annual Report](#)





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MARKETING & ACTIVITIES – SNAPSHOT 2021



- **Digital Newsletters**

New: Embedded into email (Rather than PDF attachment)

- **YouTube Channel**

Established at the end of 2020, new content was generated in 2021

- **Website**

Webinars were advertised on the Events page, in lieu of in-person training events

- **Phone Campaign**

- 375 Cold Calls were made to clinics to attract new members & inform people of our resources & training webinars

- **Member Survey**

Who is Your EMR Service Provider?

- **Social Media**

Advertised webinars and more

- **Events**

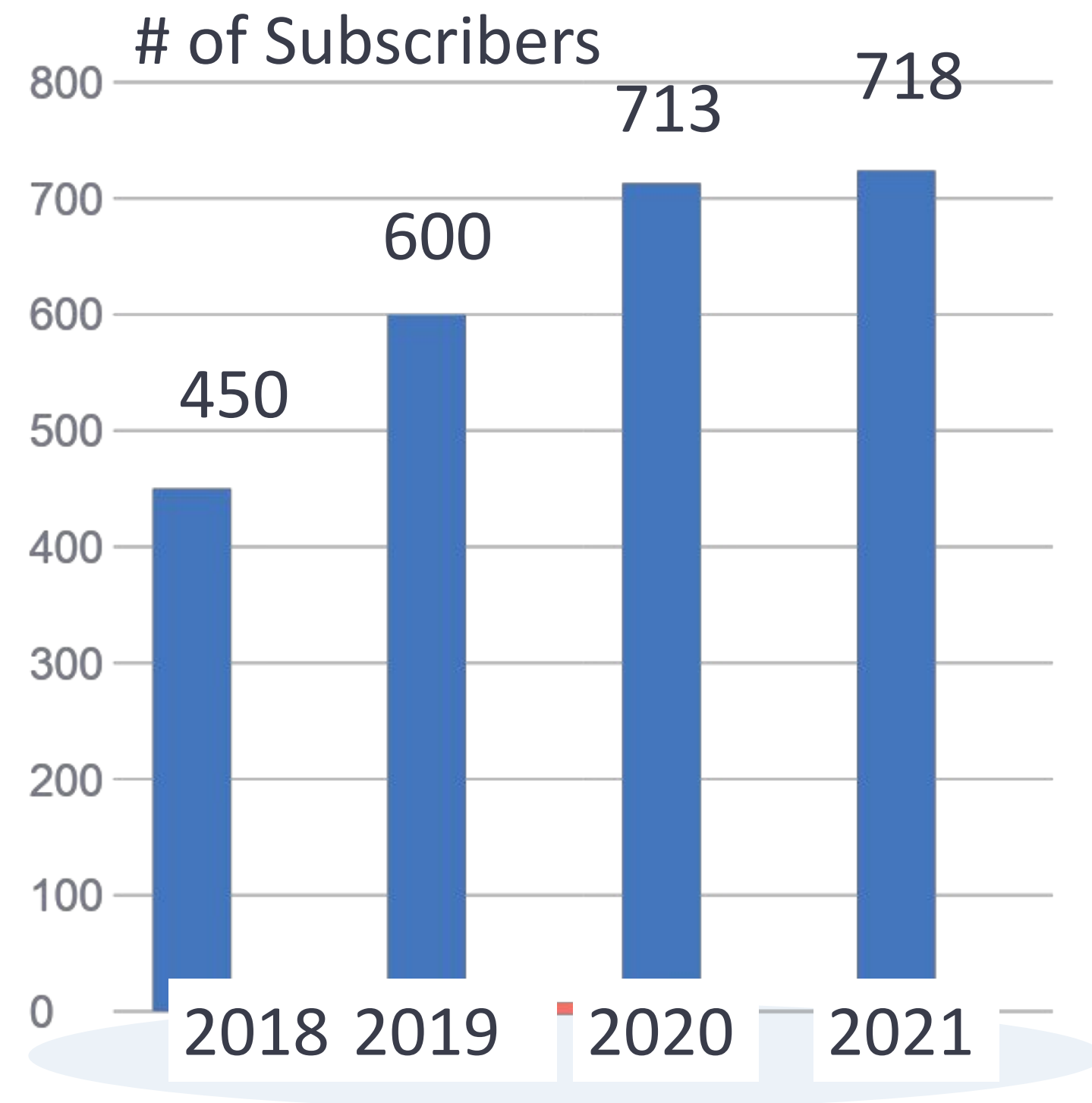
OSCARCON postponed
OSCAR miniCONs could not be planned in 2021 due to COVID-19



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DIGITAL NEWSLETTERS 2021



- 18 digital newsletters were sent in 2021
- 66% was the highest open rate in 2020 (up from 60.4% in 2020 and 57% in 2019)
- Highest open rate Email was "AGM 2020" at 66%

OSCARCON OSCAR MINICONS

*Postponed
due to COVID-19*



EVENTS 2021

COVID-19 adversely impacted OSCAR BC operations

- OSCARCON could not be held
- OSCAR miniCONs could not be planned

CHANNEL STATS 2021

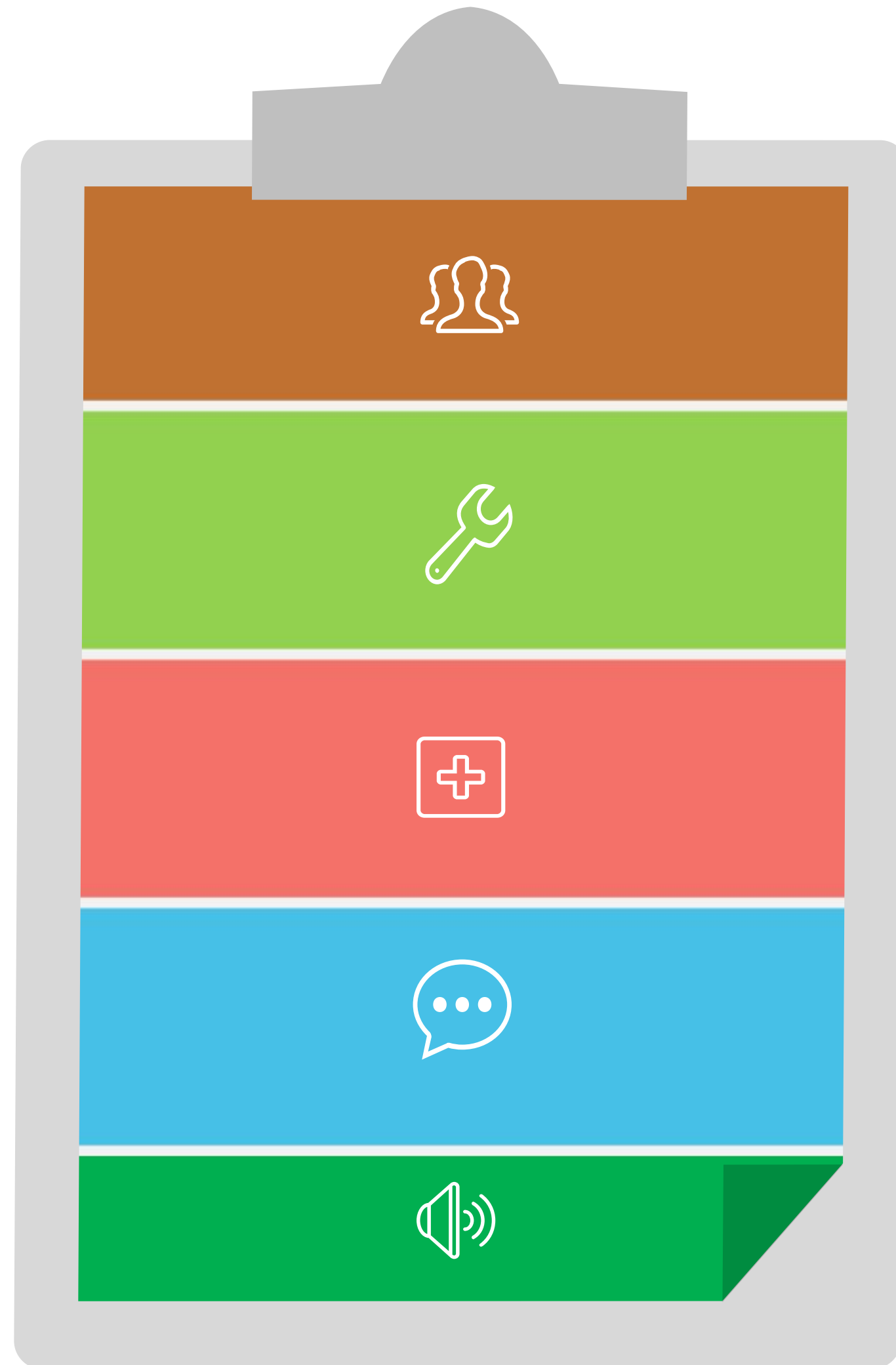
- 105 subscribers (up from 53 in 2020)
- 35 videos published in 2021 (53 total videos)
- 1,384 total video views (up from 262 in 2020)
- 77 hours watch time (far more reach than we could have covered in live training sessions)
- *Channel published in Nov 2020*





MEMBER SURVEY

OSCAR BC conducted its 2nd Digital Member Survey in Feb 2021



Q. "Who Is Your EMR Service Provider?"

- 110 members surveyed in Feb 2021 (Date at Height of COVID Concerns)
- 47 members responded (43%)

OSCAR BC Members Reported using the EMR Services of

1. WELL Health Technologies Corp.
2. Open OSP Service Cooperative
3. Juno EMR
4. MPeer
5. Selwyn



SOCIAL MEDIA



43 Followers

21 social media posts were published in 2021 (Channels est. in 2019)



38 Followers



30 Followers

GREASEMONKEY WEBINAR

REGISTRATION NOW OPEN
 SAT SEP 25, 9:15 AM - WEBINAR LEADS
 DR. STANLEY HURWITZ
 DR. JOHN YAP
 DR. JOHN ROBERTSON

PANEL MANAGEMENT PSP DASHBOARD WEBINAR

SAT MAY 15 9-11 AM

Led by Dr. Herb Chang
 Patti Scott, MOA
 Valerie Kroeker, PSP

Intro to Ticklers

OSCAR EMR

REMINDER

REMINDER

BILLING WEBINAR

Sat Jun 26, 2021
 9-10:30 AM

JENNICA GRENIER, MOA
 PATTI SCOTT, MOA
 DR. JOHN YAP
 DR. JOHN ROBERTSON

Provincial eForms Solution For Forms used by Community-based Providers

Status Update for OSCAR BC

- Oliver Thompson, Director, Provincial eHealth Projects
- Rachel Barker, EMR Integration Lead

April 17th, 2021

Intro to Messenger

OSCAR EMR

Messenger, Part 2

OSCAR EMR

EFORM WEBINAR

All video segments are on our eForms playlist on the OSCAR BC YouTube channel



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