



OSCAR BC

Connecting Care • Creating Community

2023 ANNUAL REPORT

PRESENTED AT OSCARCON 2024 - JUNE 1 2024



www.oscarbc.ca



info@oscarbc.ca



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Message from the President

Dear Friends of Oscar,

It is with great pleasure that I present OSCAR BC's 2023 Annual Report. The past 4 years - since the COVID Pandemic was announced - has been challenging, to say the least. Nothing we experience today is unaffected by the curse of COVID. But, to some degree, this is also a blessing.

The way I use Oscar today is markedly different than 4 years ago. Mid-March 2020, we were forced to pivot, in life and work, in order to survive. Now we provide virtual care, sometimes from home, using Oscar and supportive apps in ways never considered prior to the Pandemic. There's no going back, which is a blessing but also a curse, because the momentum of change continues at a pace that seems breathtaking. And maybe this is best captured in the two letters: "AI".

But to use an older example that is probably more relatable: think of how customizable Oscar has been from the onset. It was a blessing that we could fine tune Oscar to suit our needs, i.e. add needed eFORMS, change measurements, create groups, favourites, templates, etc. Some adept end-users created missing features through browser extensions, with some of these features eventually making it into Oscar's trunk so that all Oscar users could benefit.

Unfortunately, the ability to modify Oscar is also a curse. The ability to share information with others depends on standards, and *customize* is antithesis of *standardize*! Standardization is going to be required going forward, because all EMR's will eventually need to interact with Provincial IT projects that are intended to improve health care; the way we order tests, make referrals, and prescribe drugs will undergo radical change, WHEN the Province gets their way.

Of course, the ultimate expression "Oscar customization" is an entirely new fork - and a blessing if it meets all your needs now and going forward, but a curse if you're on the wrong fork!

So, it is clear that WHAT Oscar can do to keep future proof is likely limitless. Quite a blessing! Perhaps HOW Oscar does this matters more. Are these changes going to be available to the Oscar community at large, for the benefit of our patients first and foremost? Will it be secure from outside influences, whether they be government or industry? Tough questions and difficult decisions will be forced on us.

Fortunately, we are still free to choose which EMR or vendor we wish to use. The running joke when I chose Oscar as my EMR almost 15 years ago was that it was "free, as in free beer." In reality, there was a reasonable price to pay and, in return, we could choose how we use Oscar. I hope we can all choose wisely.

It is the reason I continue to participate in the efforts at OSCAR BC. I hope that Oscar continues to be a blessing and that we always have choices. I appreciate your continued support of our efforts.

Thank you,

Dr. John Yap
President, OSCAR BC

About Us



OSCAR BC was established in 2016 as a non-profit organization serving the needs of the OSCAR EMR user community in British Columbia.

We are a member-driven organization whose contributions help us to strengthen the OSCAR user experience, through learning resources such as webinars, workshops and our annual OSCARCON events, through advocacy with regional Health Authorities and established EMR vendors, and by maintaining a comprehensive repository of eForms, RBT's and other OSCAR resources.

OSCAR BC is governed by a volunteer board of directors who all come from the OSCAR EMR user community, and bring their unique and diverse expertise and insights.

In 2023, our Board of Directors included: Dr. John Yap (President), Dr. John Robertson, Patti Scott, and Dr. Balint Budai. Dr. Stanley Hurwitz and Allison Nourse had graciously stepped down, and more recently, Patti Scott - but we have since welcomed Linda Yang and Ashley Rahiman as new Directors-at-Large.

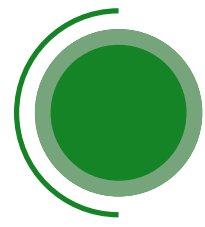
Last June, we also announced the retirement of Ken Becotte who served as Executive Director of OSCAR BC since 2016, since succeeded by Joëlle Mourré.

Strategic Vision



Our MISSION is to ACT

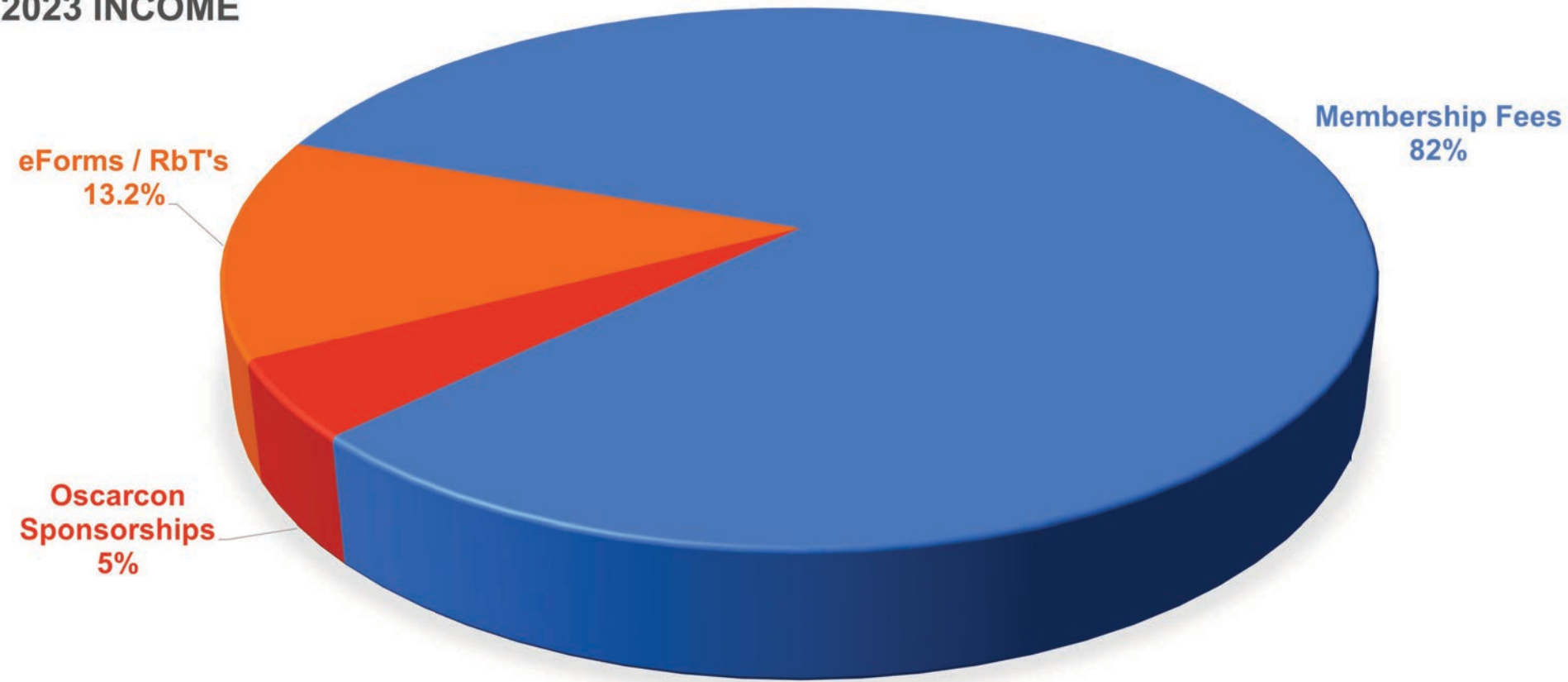
Advocate | Collaborate | Trust



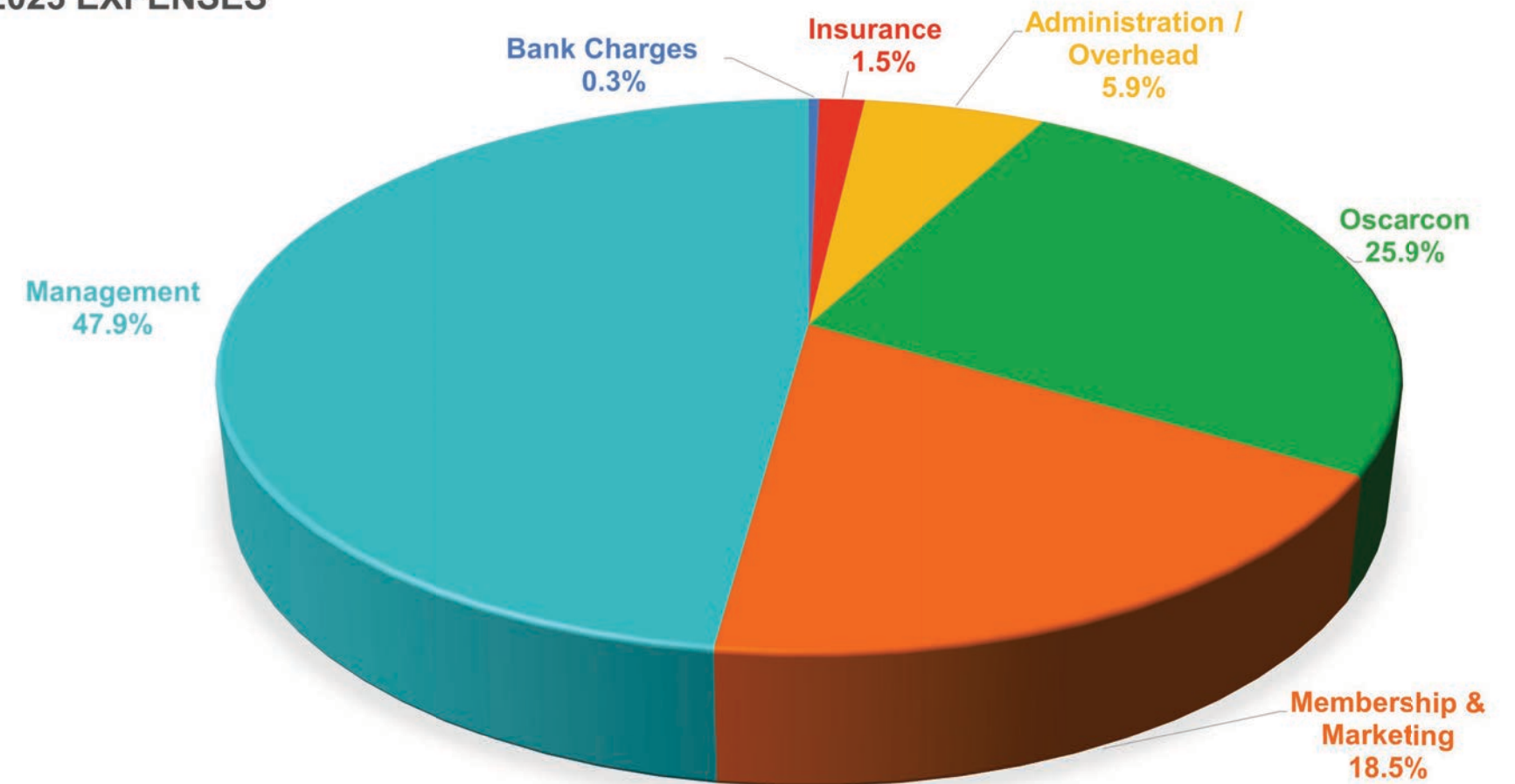
2023 Financial Report

OSCAR BC's 2023 Balance Sheet and 2023 Income Statement (profit & loss) are available online at:
oscarbc.ca/annual-reports

2023 INCOME

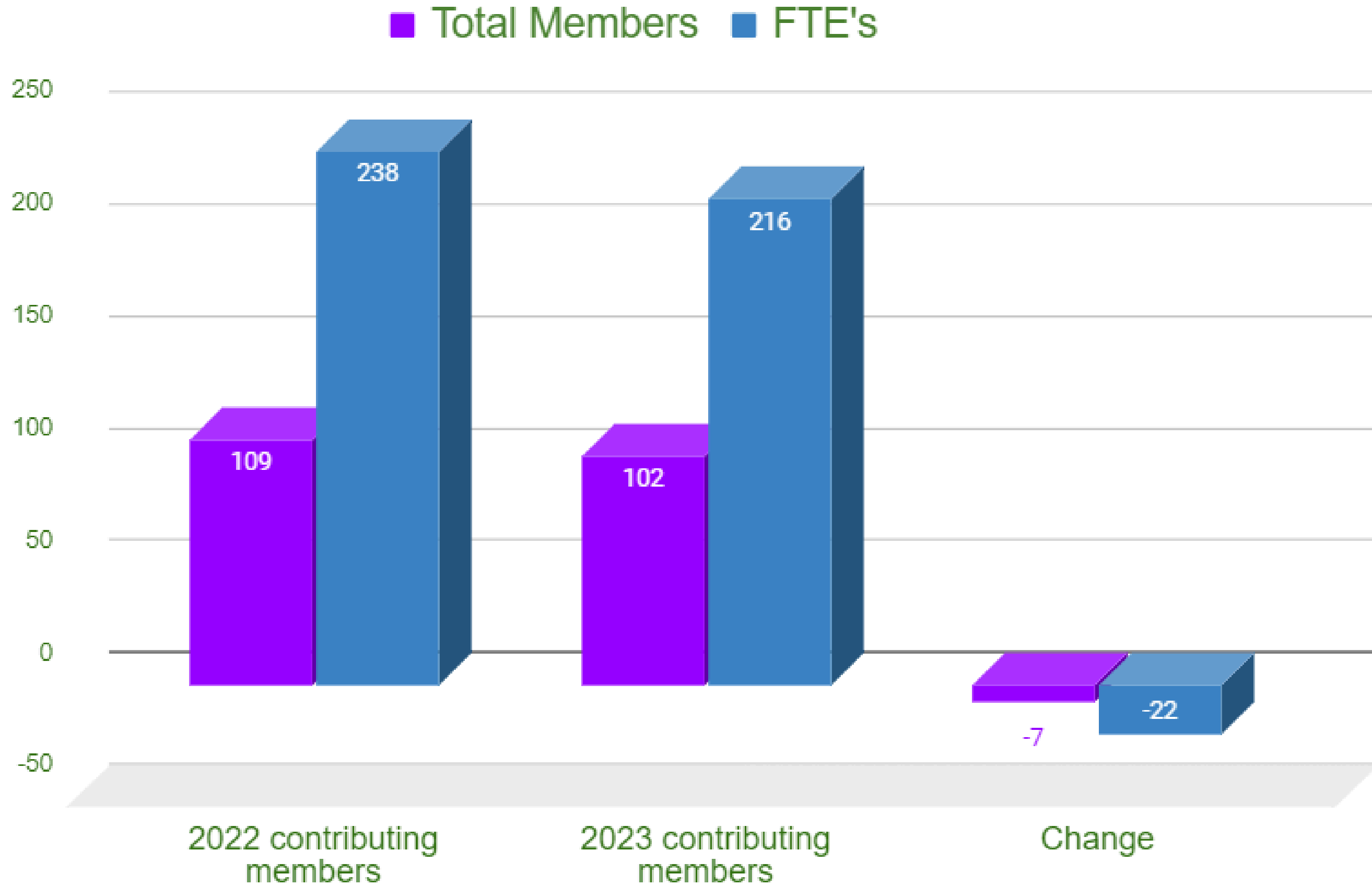


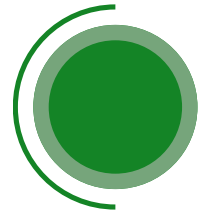
2023 EXPENSES



Membership

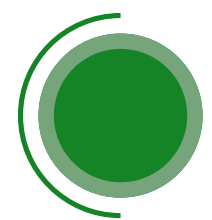
MEMBERSHIP 2022 to 2023





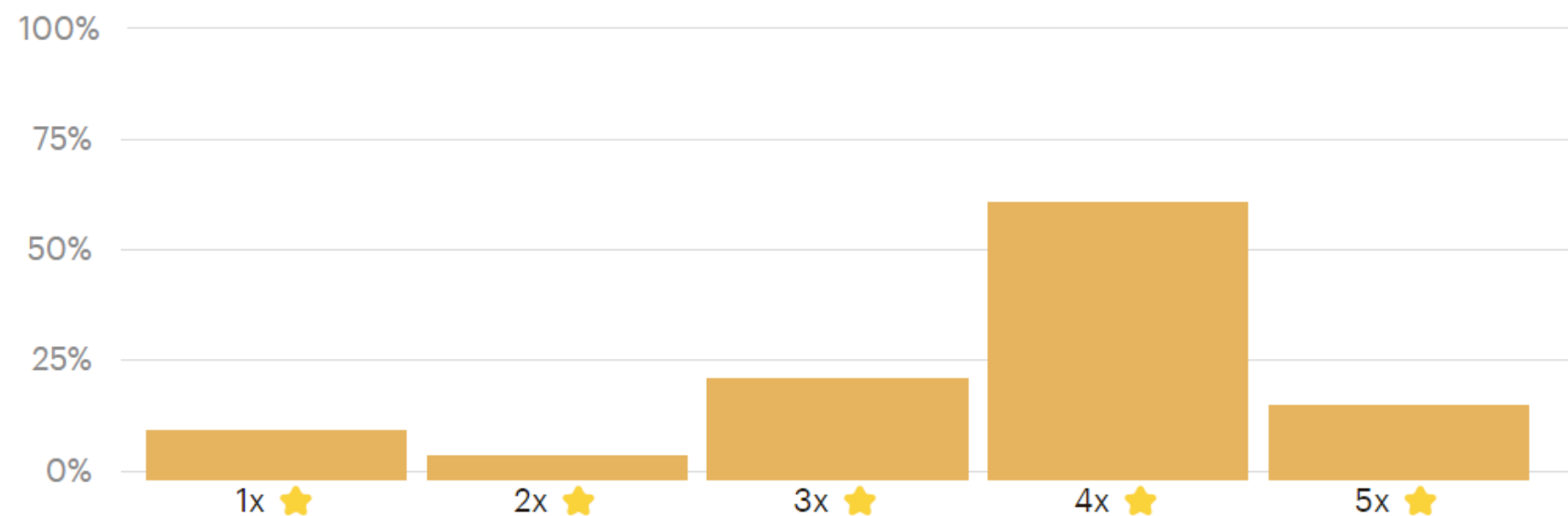
2023 Membership **green denotes new Members in 2023*

- **Canopy Health**
- Dr Stanley Hurwitz Inc.
- Dr. Cecile Ryder
- Foremed Clinic
- Monk Kippenstein Family Practice
- **REACH Community Health Centre**
- Sea Cliff Medical
- South Vancouver Medical Clinic
- 8th Avenue Family and Maternity Care
- Abbotsford Maternity Group
- Alice Ho
- Austin Family Practice
- Balance Medical Clinic
- Bayswater Family Practice
- Burke Mountain Medical Centre
- Cameron Medical
- Chilliwack Primary Care Clinic
- Chilliwack Youth Health Centre
- Cloverdale Family Medical
- Collingwood Medical
- Cortico Health
- Cottage Medical Clinic
- Crossroads Medical
- Dr Lawrence Yang
- Dr. Basson
- Dr. Benjamin Prozesky
- Dr. Bess Leung
- Dr. Cline - Cline Medical
- Dr. J. Robertson
- Dr. Jessica Moretti - Psychiatry
- Dr. Nancy McLeod
- Dr. Reznick
- Dr. Robert Williams
- Dr. Rossali Pilapil-Lee
- Dr. Ted Rosenberg MD MSc
- Exeter Medical Clin
- Eagle Creek Medical Clinic
- Feltham Clinic
- Foothills Medical Clinic
- Gaetz Family Practice
- Garrison Medical
- Genevieve Cordonier Family Practice
- Georges Benloulou
- Grove Midwifery Care
- Grow Health
- Harbourside Medical Clinic
- Health First Medical Centre
- Health Gate Medical Clinic
- Highland Family Practice
- Hillside Medical Clinic
- Home ViVE
- Horizon Medical
- Jack Nathan Medical
- Jill Norris
- Keeler Young Family Practice
- Lutsky-Thompson Family Practice
- Mainland Sleep Clinic
- Mainstreet Medical Clinic
- Malachite Midwives
- **Marigold Functional Medicine**
- Marpole Medical
- Me'Chosen Medical
- Mid-Main Community Health Centre
- Midwifery Care North Shore
- Midwives Collective of Victoria
- Mountain Medical Centre
- Murals Medical Clinic
- New Westminster Family Practice
- Newcombe House Family Practice
- Norburn Medical Clinic
- North Island Medical
- Ocean Pier Medical Center
- Oma Medical Clinic
- Park & Tilford Medical Treatment Centre
- Patti Scott
- Peninsula Medical Clinic
- Pomegranate Community Midwives
- Portland Hotel Society
- Preventum Health Care
- Quadra Island Medical Clinic
- River City Medical Clinic
- Salt Spring Island Health Centre
- Sayward Primary Health Clinic
- Seawatch Medical Clinic
- South Granville Medical Centre
- SUKHMANN MEDICAL CLINIC
- The Bridge Medical Clinic
- TLC Medical
- Tracy E. Hicks Orthopaedics and Surgery Inc.
- Tri-City Family Practice
- Tsleil Waututh Helping House
- UBC Pharmacists Clinic
- Ultima Medical Services Inc
- Ultima Medicentre
- Umbrella Multicultural Health Co-op
- Urgent Medical Assessment Clinic
- VeraLife Health Centre
- Victoria Medical Centre
- Victoria Skin Cancer
- Vintage View Medical
- Wheelhouse Integrative Medical Clinic
- Young Clinic



Membership Survey Report (Feb 2024)

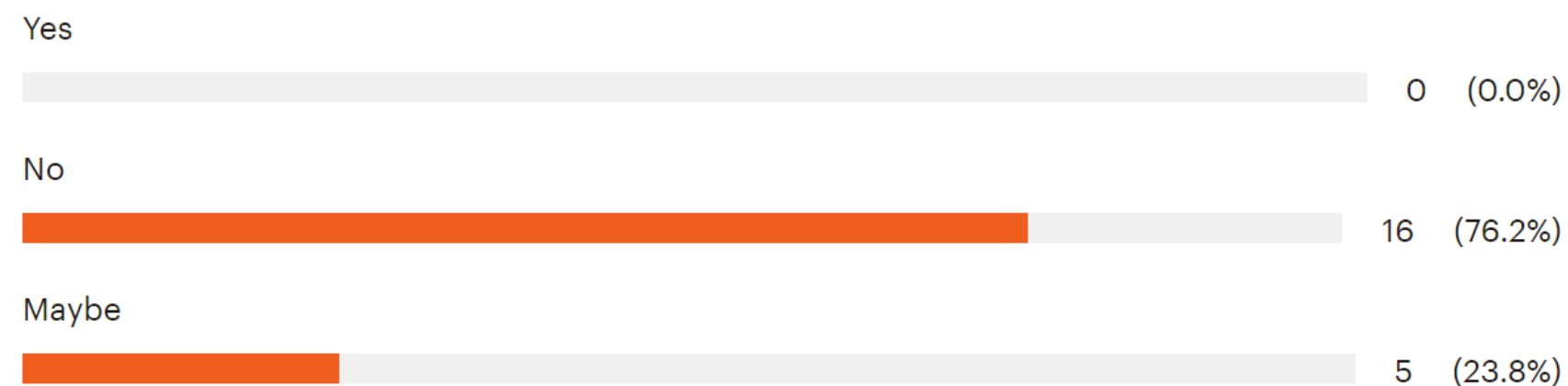
Please rate your satisfaction with your current OSCAR Service Provider (OSP):



What is/are the reason(s) for how you rated your OSCAR Service Provider (OSP)?

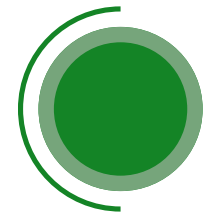
- "It could flow better. Libre MD, Accuro are better "
- "Our EMR is operating very well."
- "Concerns are generally dealt with in prompt, effective manner."
- "Would love to be able to bill in advance dates, but choose date range to "generate" Antenatal attachment to consults
- "good response to my concerns."

Are you considering changing your OSCAR Service Provider within the next 12 months?



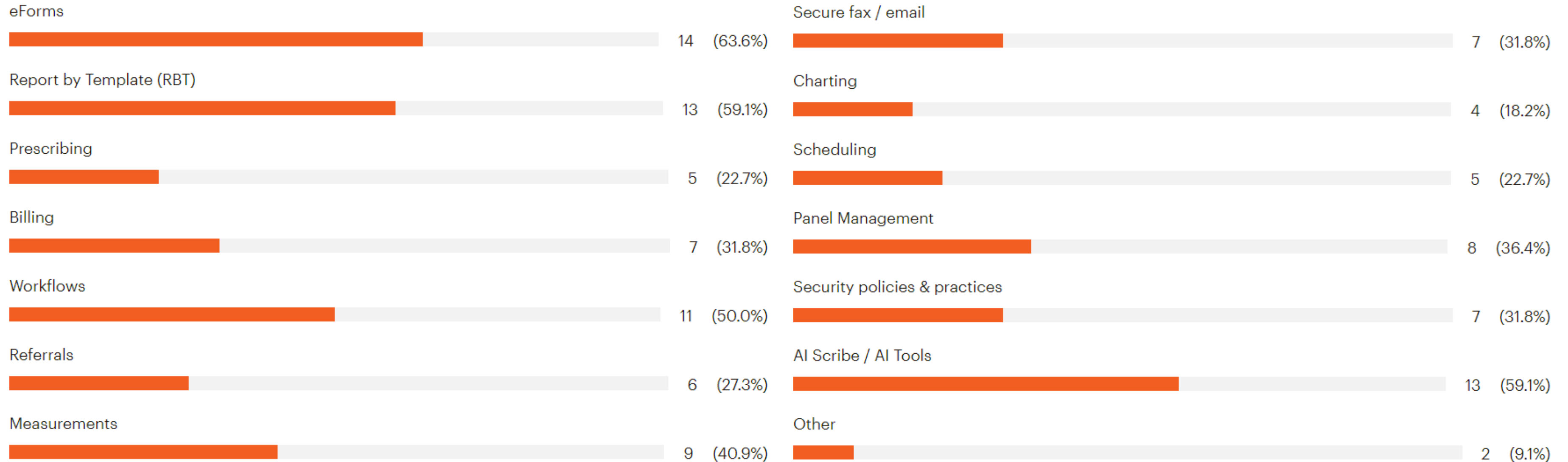
If you indicated "Yes" or "Maybe" to changing your OSCAR Service Provider in the next 12 months, what are the 2 most important factors that will impact your decision?

- "It is difficult to interrogate your own data without being a computer expert ... in the old WOLF EMR it was very straightforward to set up a question and mine your EMR data."
- "Cost, accessibility"
- "(1) long-term commitment, if not in substance then perhaps in spirit, to the open-source approach championed by OSCAR (2) investment in the OSCAR community"
- "Innovative approach / new capabilities and cost."
- "inability to fix the working issues of day to day transactions in a timely fashion"



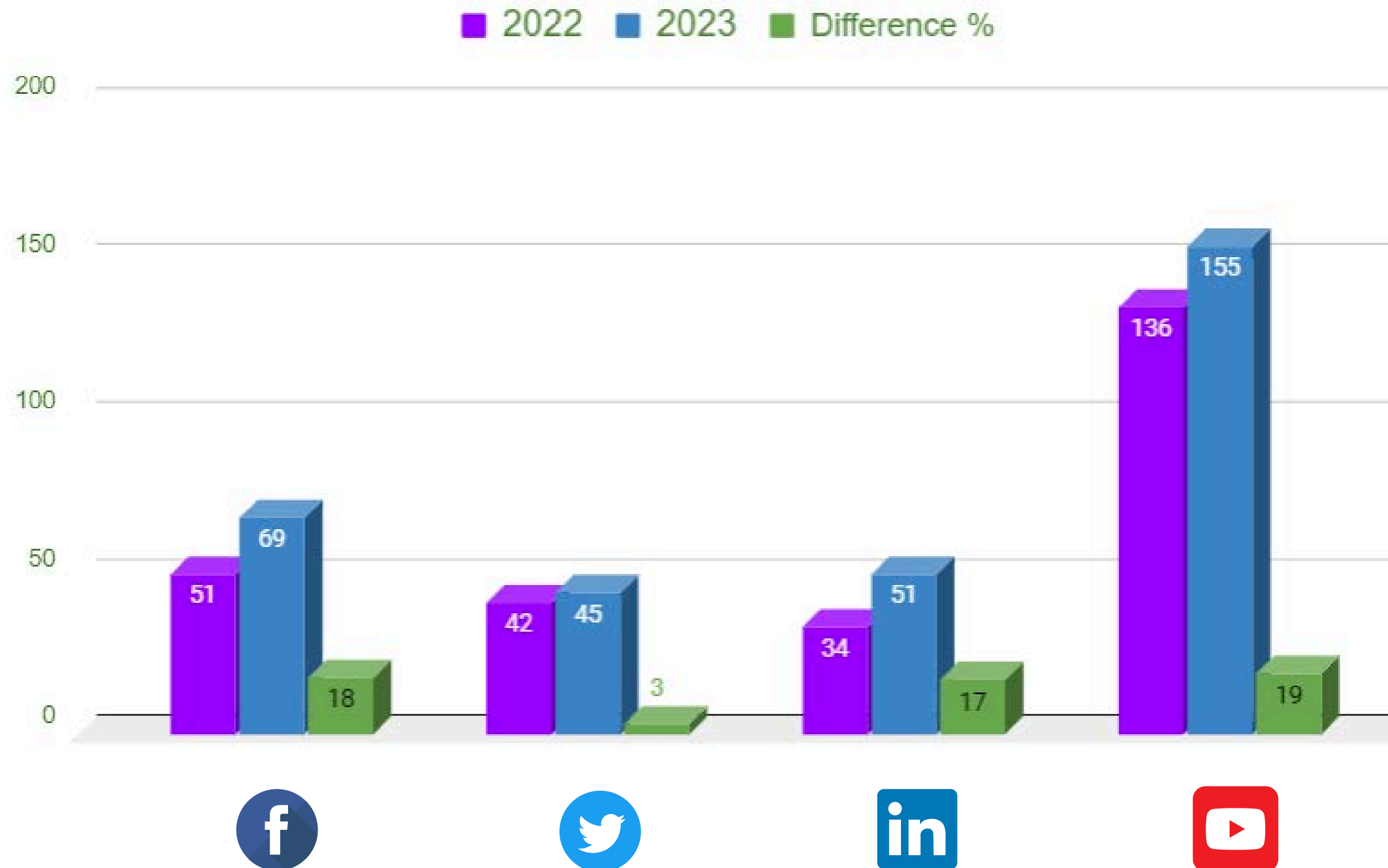
Membership Survey Report cont'd

What training topics would you like us to offer?



Marketing: Social Media

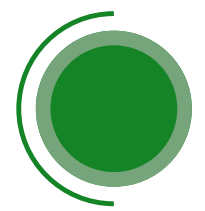
Social Media Subscribers & Followers Growth



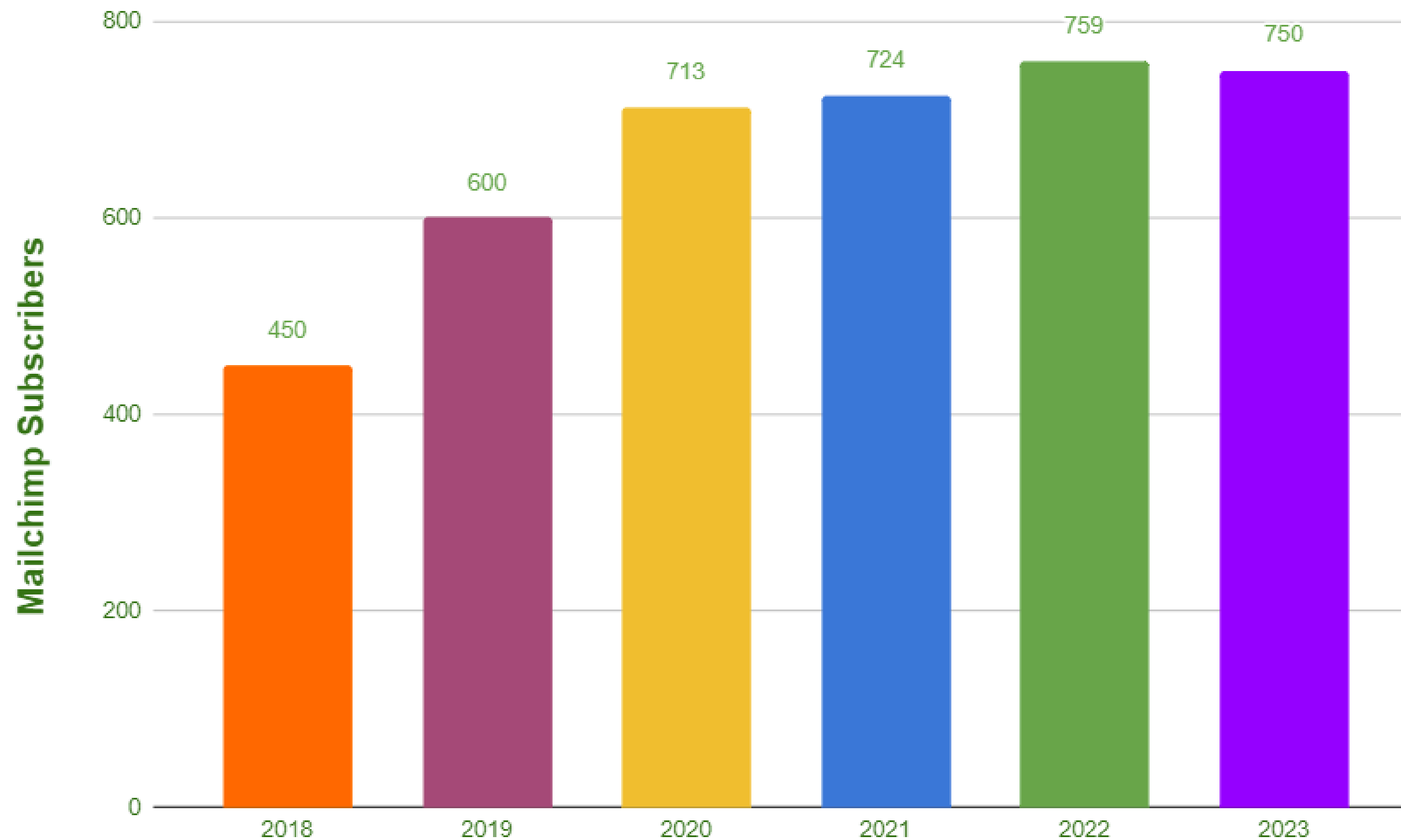
YouTube Analytics

Jan 1 - Dec 31 2023

- **19 new Subscribers in 2023**
 - 155 Total
- **2 New videos + 11 OC'23 Presentations / recordings posted**
 - 9 in 2022
- **75 total videos in Channel**
- **1.9K total views (1.8K in 2022)**
 - 5,810 lifetime views)
 - 19% subscribers (16% in 2022)
- **118.7 hours of watch time**
 - 125 hrs in 2022 / 353.6 lifetime hrs)
- **Top 3 Most Watched Content:**
 - eForms Import & Upload Part 1 - 137 views
 - Billing Webinar - 99 views
 - Create a Weblink in eDocs - 96 views



Marketing: Newsletters and Communications



Mailchimp Analytics

Jan 1 - Dec 31 2023

- **13** Email Newsletters and Announcements Issued in 2023
- **750** Subscribers (↓9)
 - **54%** of Subscribers are Highly Engaged (↓3%)
- ↑ Highest Open Rate: **62.2%**
 - 55.4% in 2022
 - Industry Peer Rate: 38.8%
- ↑ Average Open Rate: **50%**
 - Industry Peer rate: 42%
- ↑ Average Click Rate: **7%**
 - Industry Peer rate: 6.3%

Events, Education & Services



OSCARCON 2023

62 Attendees ↑ (53 in 2022)

- Included 15 MOA guests
- 40 First-time OSCARCON-ians
- 9 delegates from Ontario / Quebec

Instructional Videos & Presentations

- Introduction to Calendar in eForms
- Greasemonkey Installation 1
- 12 Slideshows & Recordings from OSCARCON 2023



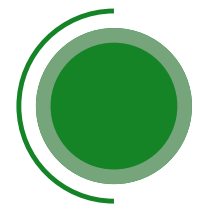
eForms

57 new / updated eForms

↑ from 41 in 2022

Average cost per eForm: \$150.09

(100+ uploaded published to Oscargalaxy.org)



Contact Us



info@oscarbc.ca



www.oscarbc.ca



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