M and M Rounds for an Established EMR User

Dr. Rick Senior

Near North Medical Clinic

North Bay ON

CSPC CoI Templates: Slide 1

Faculty/Presenter Disclosure

- **Faculty:** Dr. Rick Senior

- **Relationships with commercial interests:**
  - **Presenter for CIS system 15 years ago**
  - **OntarioMD – Peer Leader 10 years ago**

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Disclosure of Commercial Support

- **No Commercial Support**

CSPC CoI Templates: Slide 3

Mitigating Potential Bias

- Content of this presentation has been reviewed by a panel of physician and nurse peers to ensure that it remains unbiased and has no commercial representation

Why You Might Want to Listen to Me…

- Engineer in previous life
- Had a Mac at medical school
  - Cost over $2500 ($6000 in today dollars)
- Was on Canadian EHR project for a year
- Was peer leader with OntarioMD for a couple of years

Our clinic…

- Opened in 1996
- Beta test site for our EMR
- Pentium II's at start
- Dot matrix lab printer
- 12 workstations
  - Now at 31 workstations

Our first complete crash…

- Hard drive crashed
- Called up vendor
- Instructed us on how to recover
  - Phone support since in North Bay

Guess what…?

- Backup had failed..
- Why?
  - Hard disk had been partitioned
  - Back up was running on wrong side of partition
- AND
  - They blamed us!

So what happened…?

- Patient demographics were relatively intact
- Labs could be reloaded from source
- At this point, we had no true electronic chart, so no data lost there
- BUT
  - We lost the whole appointment calendar
  - The next 2 months were an adventure

You'd think we learned our lesson…

- About 5 years ago
- Second humongous crash
  - Again go to the back up…
  - At this point we had 2 back ups running
    - One onsite
    - One off site

Again, guess what…?

- Onsite backup wasn't running because of a USB key that was in a slot that stopped that process
- Off site backup?
  - Turns out it is backing up the onsite backup

Resolution…?

- We (miraculously) were able to get data off the hard drive platter itself through one of those data recovery places
- Our IT guy drove it across town at 20 km per hour strapped in back seat
- We could have lost at least 6 months of data, maybe more

What lessons can be learned…?

- Most obvious, is be way smarter, right?
- Remember, though when we would check logs..
  - In first case, log said everything backed perfect
    - But wrong disk partition

What lessons can be learned…?

- Remember, though when we would check logs..
  - In second case, log said everything backed up perfectly
    - But onsite didn't note date change
    - Off site was backing up onsite

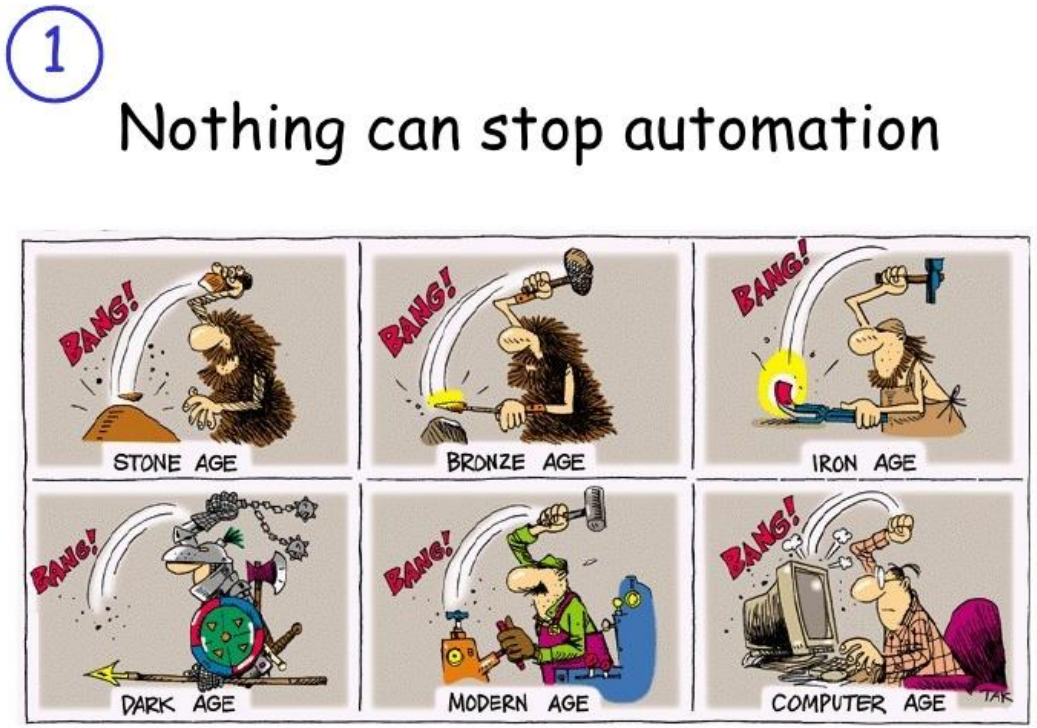
And in case you still think we were a bunch of dummies...

- University of Calgary had to pay $20,000 after ransomware attack
- Stratford, Wasaga Beach and Midland all attacked successfully
- In US, Allscripts and City of Atlanta successfully hit

What does a successful ransomware attack mean…?

- At some level, all these places had insufficient backup!

So what can you do?



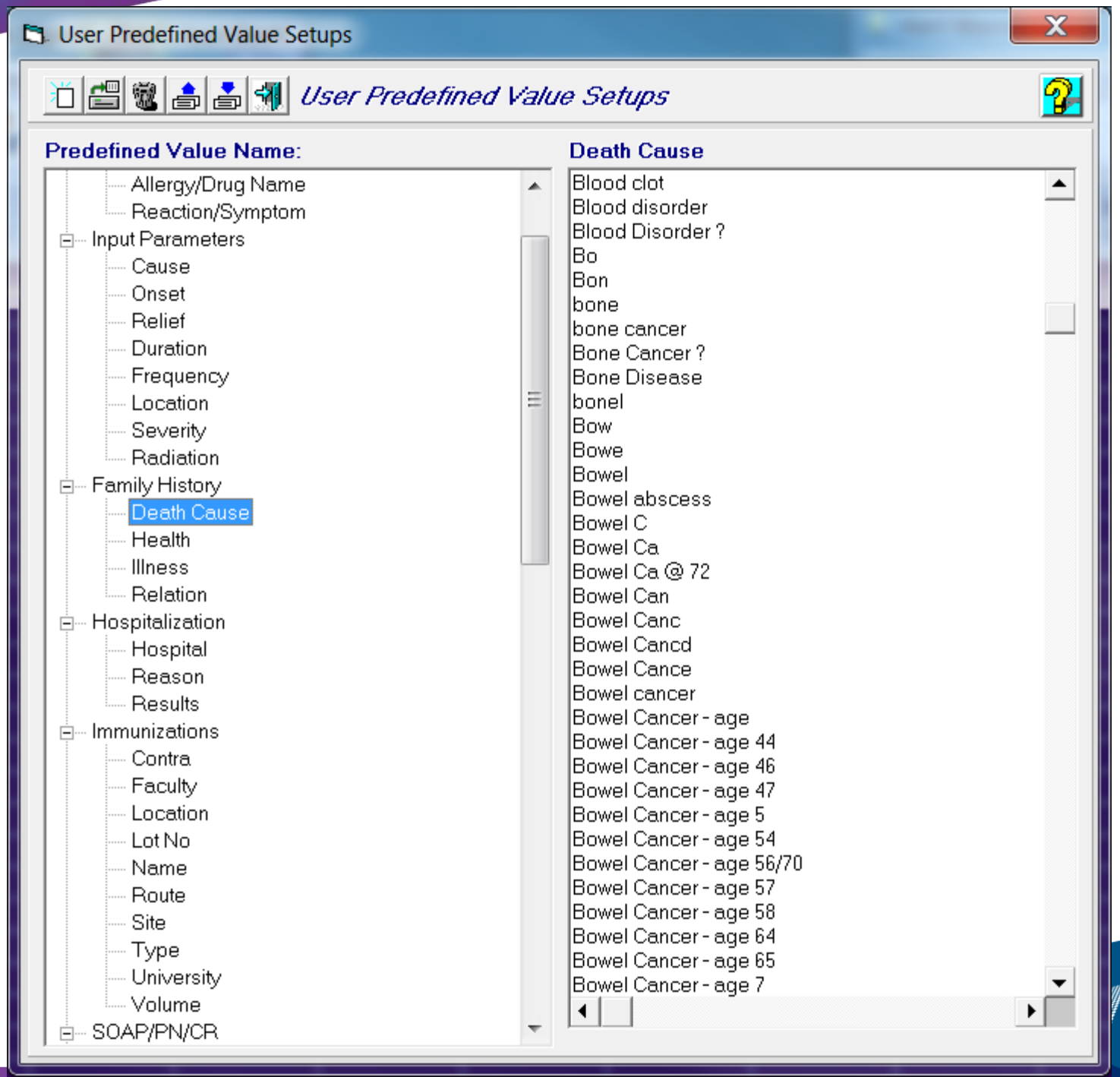
Stefan Pölt, FRA IN/P

- Usual stuff, backup at least two places in two different media
- Test the back up
  - This does NOT mean looking at file registry or backup log

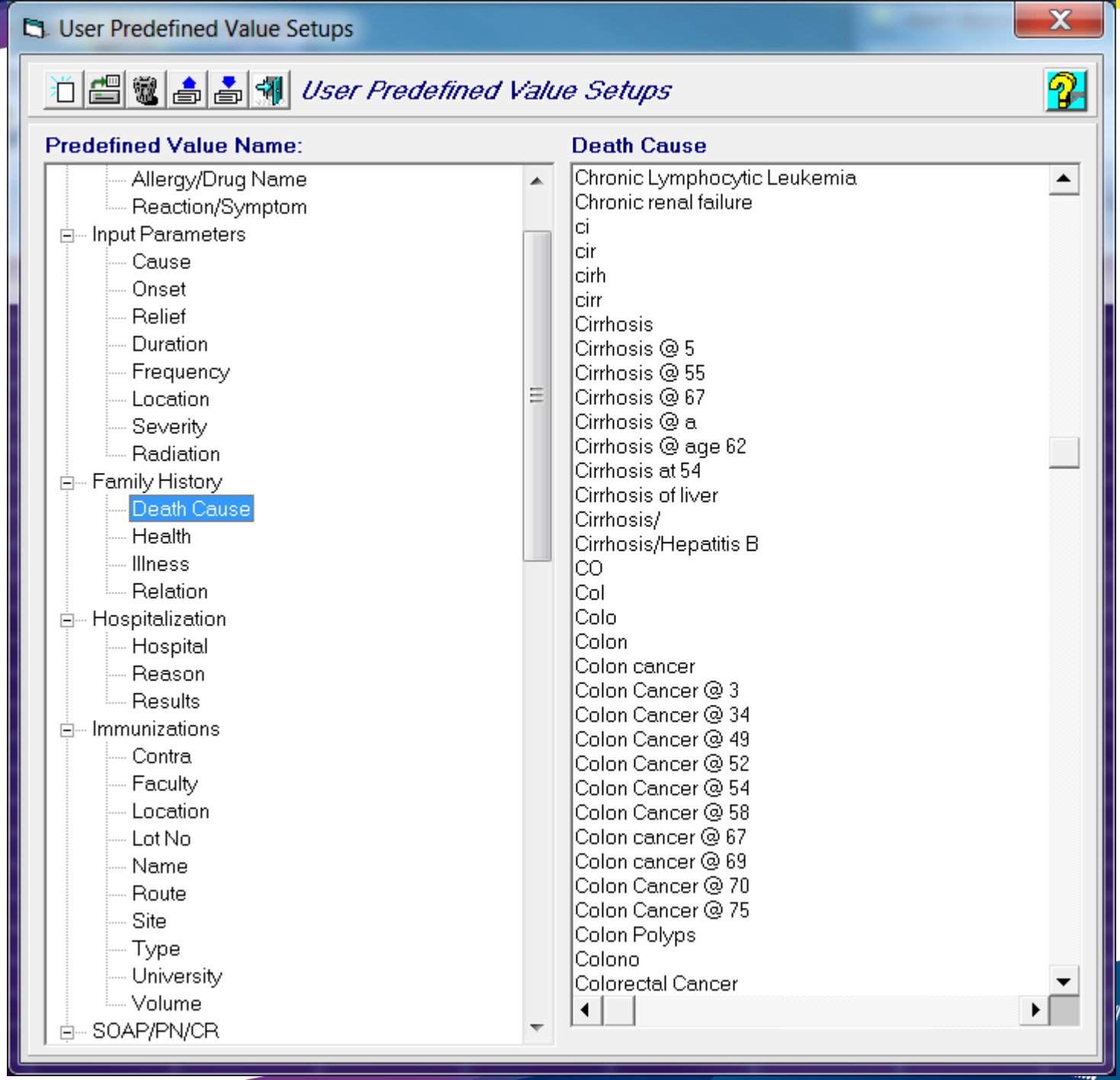
So what can you do?

- You MUST trial restoring from the backup
- AND, if possible, not done by person who is responsible for setting it up in first place

A plea for data entry…



But wait, there's more



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But wait, there's more

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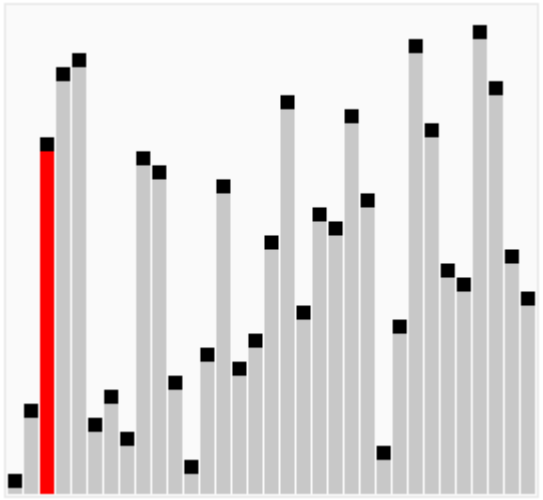
Lesson here…



- Set up your agreed data structures RIGHT away!
- If you are new clinic, meet and WORK THIS OUT
  - "What are we going to call mammograms, an Xray or a screening test?"
  - "How are we going to enter Pap smear results?"
- If established clinic, well it depends…

Summary

- Don’t be like our clinic…
- Trial restoring your data from your backup
- Ensure that there is clinic or organization wide agreement on data structure entry

ANY QUESTIONS?