



ARMA VI and TOWER Software
Electronic Records Implementation

May 22, 2007

University of Victoria

Harrow Room, Commons Building

Map: <http://www.uvic.ca/buildings/com.html>

Cost: \$95 Non-Members

\$75 ARMA and Affiliate Members (e.g., CHIMA, ACA, AABC)

Register: https://www.sporg.com/pom/registration?cmd=event_info&event_id=81953

Visit the ARMA VI web site (www.armavi.org) up and running before the end of April!

Brenda Collins
Business Analyst
TOWER Software

Keynote Address: Enterprise Content Management Implementations - Best Practices

Case Study: Government of Newfoundland & Labrador, Office of the CIO: Starting with the End in Mind - A Plan for Enterprise Deployment

Brenda has 15 years of experience in Information Management. Upon graduation from the University of Western Ontario in 1992 with a Master of Library and Information Science she started working with the Newfoundland Provincial Department of Justice as a Records Analyst. Since then, Brenda has held a variety of information management positions including: Information Policy Analyst with the Newfoundland Provincial Archives; Development Officer for Records and Information Management with the Alumni Office of Memorial University; and Records Administrator with Newfoundland Hydro. Along the way she has gained knowledge in Policy Development, training, and software implementation. In 2003 Brenda began her own company, Continuum Consulting, and, as an associate of a TOWER Software Partner, she provided end user support and training on TRIM Captura and Context for Atlantic Canada. In the fall of 2005, Brenda joined the TOWER Software US team as a Business Analyst where she now provides implementation support on TRIM Context in North America.

Denis Protti FACMI
Professor, Health Informatics, University of Victoria
Visiting Chair of Health Informatics, City University London

Lessons Learned from Jurisdictions That Have Successfully Implemented Electronic Health Records

Professor Protti was the founding Director of the University of Victoria's School of Health Information Science in 1981 and a founding member of both COACH - Canada's Health Informatics organization and the American Medical Informatics Association. Professor Protti has been profiled and featured in a number of health informatics journals. In October 2004, he won the Who's Who in Healthcare Award for Technology/Health Informatics.

Professor Protti has written hundreds of publications in books and journals and has given even more presentations to a wide range of audiences around the world. He is on the advisory board of a number of overseas academic programs in Health Informatics. He regularly advises and sits on expert panels for health care organizations and government agencies in both Canada and abroad. In 2006, he was appointed chair of the Informing Healthcare's International Advisory Group for NHS Wales, and visiting professor and chair of Health Informatics at City University London.

In 1998, Professor Protti was commissioned by Her Majesty's Treasury to review the proposed National Health Service (NHS) Information Strategy for England prior to its release. He later developed the evaluation methodology that was used to monitor the local implementation of their national strategy - a process referred to as the Protti scores. Since then he has been invited annually by the British Government and a variety of English organizations to conduct on-site reviews, give seminars, and comment on their progress with the Electronic Health Records journey.

Karanne Lambton
Vice-President, Strategic Alliances
Canadian Health Information Management Association (CHIMA)

Key issues and strategies for transition from paper to electronic health records

Karanne provides HIM consulting services through e-HRM Consulting Inc. Karanne is a Past Chair of the CHIMA and has served on the Executive of the Health Record Association of British Columbia. She is also an active member of other related professional associations such as COACH, AHIMA and ARMA.

Karanne has held positions as the Director, Information Management for Vancouver Coastal Health Authority, and Director, IM/IT and Director of HIM for the North Shore Health Region. She has worked in multiple healthcare sectors but holds the experience of coordinating HIM across the full continuum of care as the most rewarding way to support patient-centered care through HIM practice.

Karanne has supported the standards development process in Canada as a volunteer over the past decade. She has served on a number of CIHI Partnership work groups

and Canada Health Infoway pan-Canadian Working Groups. Standards development for the EHR, and its impact on HIM practice, is an integral part of her CHIMA portfolio.

Alexandra Bradley

President, Harwood Information Associates Limited

The pitfalls of implementing a classification system on both paper and electronic records

Alexandra Bradley is a librarian and certified records manager. Harwood specializes in the development and implementation of information policy. The review, diagnosis and implementation of solutions to records and information problems constitute the key areas of corporate activity. As well, the company also specializes in current information policy issues. In the past ten years, Ms. Bradley has been actively involved in access to information and protection of privacy. She has provided diverse seminars on records management topics including information policy, access to information and protection of privacy and records issues for First Nations organizations. In addition to the consulting practice, she has been an adjunct professor in electronic information services, records management and freelance librarianship. Bradley is the co-author, with Denise Dale, of two trade publications on records management: *At your Fingertips! A Household Filing System that Works for You*, and *At your Fingertips in the Office: Information Management for the Small Business*.



TOWER Software is the proven leader in Enterprise Content Management solutions, empowering customers to take ownership of their data and achieve success through information management. The company's award-winning TRIM Context software provides electronic document management, records management, web-content management, imaging, workflow and document-based collaboration into a single package.

With TOWER Software, customers take control of their business, compliance demands, and turn vast amounts of information – from physical records to web-based content to electronic data – into accessible and tangible assets.

A privately held company founded in 1985, TOWER Software has thousands of customers worldwide. For more information please visit: www.towersoft.com/na.