

# HealthSMART Services news

An integral part of HealthSMART, Victoria's Whole-of-Health ICT Strategy

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## Production HealthSMART applications

HealthSMART Services currently supports 12 agencies on HealthSMART production applications, including:

- Four agencies using Patient & Client Management Systems (PCMS) iSoft i.Project Manager
- Eight agencies using Financial & Materials Management Information System (FMIS), Oracle Financials
- Two agencies using Client Management Systems (CMS), TrakHealth TrakCare.

Northern Health and Peninsula Health are utilising both PCMS and FMIS.

A major upgrade to the FMIS application was successfully completed in December, incorporating infrastructure capacity, the database version and the application software.

Significant upgrade releases to the PCMS application software (9.1 and 4001) are currently being tested, and are expected to be implemented in production over the next several months, subject to agency planning and endorsement.

## Pending agency go-lives

A number of agencies are scheduled to go-live with production HealthSMART applications before June 2008, including:

- Four agencies using CMS
- Three agencies using FMIS.

## Clinicals application

Work is continuing in preparation for the implementation of the Clinical Systems application (Cerner Millennium). Performance and other non-functional testing of the application are underway in a purpose built environment and the build of the clinical systems production environment is progressing well.

## HealthSMART Infrastructure

Considerable activity is occurring to enhance the HealthSMART technology infrastructure and supporting processes and reinforce the ability to provide the service levels set out in the HealthSMART Services Agreement.

A formal exercise of the FMIS disaster recovery capability is scheduled for mid-March. Equivalent disaster recovery exercises for the CMS and PCMS applications are planned to be completed by the end of June.

A post-implementation review of the storage solution is currently underway, intended to ensure the most effective use of this important asset.

Work is in progress to update our Citrix software to release 4.5, primarily aimed at taking advantage of the improved system management features available in that release.

Various technical capacity upgrades to support the go-live schedule are also planned.

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## HealthSMART Services Council

The HealthSMART Services Council (HSSC) is now meeting regularly. Nominations from the sector are currently being sought to the new HealthSMART Service Management Committee, which will provide expert advice and recommendations to the HSSC regarding service delivery performance.

As well as assessing and providing guidance on HealthSMART Services performance, the HSSC will be involved in key topics such as the use of Open DataBase Connectivity (ODBC) in conjunction with HealthSMART applications and the extension of services offered to the sector and service level negotiations.

The Council Chair, John Humphreys, has been invited to join the Board of the Office of Health Information Systems and to attend the various steering committees meetings as required.

## HealthNET

Connection of standalone metropolitan community health services to HealthNET is aligned to the CMS deployment schedule, and several new connections have been completed in recent months. Testing of HealthNET for availability, security and performance is a continual process, and routine network maintenance is regularly conducted to maintain services.

## People

The number of people working in HealthSMART Services has grown to support the progressive deployment of applications to agencies and the expansion of the technology infrastructure. At present, there are approximately 70 people supporting HealthSMART service delivery, plus many more working with our third party suppliers.

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