

HealthSMART Services news

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Staff changes

There have been a number of HealthSMART Services staff changes in the past few months. The HealthSMART Services team is growing rapidly and this will continue as new applications are implemented.

Bruce Ryan has been appointed to the role of HealthSMART Services Implementation Manager, Howard Sylven has been assigned the role of HealthSMART Services Operations Manager and Mark Atkin is the new Business Services Manager. There have also been appointments to a number of technical support roles.

CIOs Forum

A representative from the Office of Health Information Systems (OHIS) will attend all future monthly chief information officers (CIO) forum. Over the past two months the OHIS and health agency CIOs have met to discuss SeeBeyond and Oracle integration costs, licensing arrangements and Patient & Client Management Systems implementation methodology.

HealthSMART Services scope

HealthSMART Services is the shared ICT service established to manage and maintain applications delivered through the HealthSMART program. HealthSMART Services will deliver the technology and associated support for HealthSMART applications – financial, human resources, patient and client and clinical applications – as well as the integration services required to support the sharing of data across these systems required for them to operate effectively.

HealthSMART Services is focused on delivering high quality, cost effective services, maximising the benefits of sharing technology and centralised specialist support.

Bendigo Health Care Group go-live

HealthSMART Services is supporting its third customer, Bendigo Health Care Group, which is live with the Financial & Supply Management Information Systems (FMIS) solution, Oracle, since 29 August 2005. HealthSMART Services is providing a range of level 2 support for customers including application support and problem management co-ordination. Further implementations of the Oracle application in Stage Two agencies, including Southern Health, will begin early next year.

HealthSMART Services support

HealthSMART Services support centre staff moved to the St Vincent's Hospital site in early August. This is a welcome relief from the cramped confines of the data centre that had been home for several months! Only the accommodation arrangements have changed, escalation points, phone numbers and email addresses all remain the same.

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