

HealthSMART Services news

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

January 2009 – Issue eleven

Production HealthSMART applications

There are currently 26 clients using HealthSMART production applications.

Mercy Health was the most recent agency to go live with the integrated patient and client management system i.Patient Manager (i.PM) in November. HealthSMART is currently planning the release of an i.PM upgrade of version 4003 with high availability for production agencies. Release 4003 contains 70 patches and offers agencies less planned outages. Ten agencies are expected to be live with i.PM by the end of 2009 (with Eastern Health expected to go live in early 2010).

North Richmond was the most recent agency to go live with TrakCare, the client management system (CMS) application.

Pending agency go-lives

Five other agencies will go live within the first quarter of 2009.

February:

- Western Health scheduled to go live with i.PM.
- Inner East scheduled to go live with TrakCare.

March:

- Loddon Mallee Rural Health Alliance scheduled to go live with FMIS.
- Bentleigh Bayside and North Yarra scheduled to go live with TrakCare.

By the end of the first quarter, HealthSMART Services will be supporting approximately 32 production agencies and 28,600 users.

HealthSMART infrastructure

In 2008 four disaster recovery (DR) exercises were successfully completed and monitored by an external auditor – FMIS (in March), PCMS (September), CMS (October), and an unannounced drill (October) to determine how long it took to assemble the emergency service recovery team out of hours. DR for clinicals and a further DR exercise for the whole-of-data centre is planned for the first quarter of 2009.

Several key technology upgrades are planned, including security patches from Microsoft. The commencement of active support for clinicals implementation activity with health agencies will also draw additional resource effort.

The Systems Integration team has developed a HealthSMART HL7 Standard to ensure that all rural and metropolitan Victorian health services, as well as other entities or applications that interact with HealthSMART, have a clear understanding of HL7 and its usage across the program. The HealthSMART HL7 Standard has been initiated to provide a clear and concise usage of HL7 in Victoria. Associated functional user guides are also available to health services implementing HealthSMART applications. A copy of the HealthSMART HL7 Standard can be found at: <www.health.vic.gov.au/healthSMART/hssysint.htm>.

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HealthSMART Services governance

The HealthSMART Services Council was audited recently as part of HealthSMART's continual improvement principles. It was found the council is providing a sound governance mechanism and will focus on more strategic issues in 2009.

The HealthSMART Service Management Committee continues to provide highly valuable and operational feedback from the sector. The committee received two resignations in November and a nominee from Eastern Health is being sought.

HealthNET

New connections were recently completed for metropolitan community health services including Manningham, Doula Galla, North Richmond, North Yarra and Central Bayside. Upcoming connections at Dianella, Ranges and Sunbury will complete this project and all community health services will be connected to HealthNET. We also completed the relocation of The Royal Women's Hospital HealthNET service; it is now commissioned at their new Flemington Road site.

HealthSMART Services is currently in a trial with Telstra and other agencies to test the benefits of videoconferencing; there are three sites participating, namely, HealthSMART Support Centre, Southern Health and Gippsland Health. The trial will conclude this month.

Both our data centres received significant upgrades that will allow for increased server capacity and new, improved technology such as IBM's AIX.

Community

HealthSMART Services participated in various community and fundraising activities in 2008 including the Melbourne Mile and Pink Ribbon Breakfast. Well done to all involved; HealthSMART raised over \$200 and 10 litres of blood.

The HealthSMART Services Client Update forum was held on 18 November. This forum provides senior health service personnel with an update regarding program activities and the current status of implementation activities, a snapshot of forward plans and a review of the sector support capabilities established by HealthSMART Services. It also provides the opportunity for informal discussions between health service personnel and HealthSMART staff.

A short DVD on HealthSMART Services has been developed. The DVD outlines the history and current capability of HealthSMART Services and is intended to act as an educational tool for new services and staff. It is hoped that all agencies will have the opportunity to view the DVD in the coming months.

People

HealthSMART Services actively recruited various roles throughout 2008 in accordance with agency implementation. Human capability has been strengthened by filling several key roles in Security, DBA, Service Delivery and Application Support.

Mr Bruce Ryan, formerly the general manager of HealthSMART Services, is now the acting director of the Office of Health Information Systems. Mr Frank Sassone, formerly the technical capability manager of HealthSMART Services, is the acting general manager of HealthSMART Services.

New starters within the past three months are listed below.

Welcome to HealthSMART Services.

Sajith Abeyanayake	Infrastructure Architect
James Boniquit	Applications Support Specialist - Systems Integration
Christine Borowski	Finance Manager
Manjula De Alwis	IT Storage & Performance Administrator
Yuki Yu	Business Analyst, Code Sets (Clinical Systems)
Anthony Hummel	Client Application Support Specialist
Brainslav Barosevic	Database Administrator
Philip Blundell	Project Officer, Administrative Support (Clinical Systems)
Gordon Hobson	Capacity Planning Analyst (HSS, Technical Capability)
Kavia Cheng	Senior Application Support Specialist, Clinical Systems
Tak Ho	Database Administrator, HealthSMART Services
Pushba Thangaraju	Project Officer, Program Management Office
John Vasiliadis	IT Configuration Coordinator, HealthSMART Services
Owen Thistlewaite	Project Officer, Clinical Systems
Liou Lui	Security Analyst, HealthSMART Services
Beck Rangas	Service Level Analyst, HealthSMART Services
Ben Rooke	Graduate, on rotation to OHIS for three months
Dalia Malaeb	Graduate, on rotation to OHIS for three months

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