

Patient & Client Management Systems news

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

Issue 5, November 2005

Introduction

HealthSMART, Victoria's Whole-of-Health Information and Communication Technology (ICT) Strategy, has been developed to provide direction and guidance for the development and implementation of ICT across the Victorian public health sector.

In this issue of Patient & Client Management Systems news, the outcome of the patient management systems gap analysis is discussed, as well as the next steps to achieving the definition of the Victorian version of the application product/s, the Statewide Footprint.

Patient & Client Management Systems Portfolio

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Gap analysis and functional workshops

A gap analysis is the process to formally define the differences between what the vendor can offer and what the system functionally needs to provide. Gap analysis workshops were held for both the patient management system and the client management system during July, August and September. All Patient & Client Management Systems lead agencies participated in these workshops that included more than 150 representatives who were both subject matter experts and project managers.

In each functional workshop, the vendor demonstrated a pre-defined functional flow of information – either a patient flow or a specific workflow, such as appointments. The workshop participants then assessed the functionality against the documented requirements included in the tender. Issues and gaps were identified and documented.

Issues included questions surrounding functionality that required follow-up by either the vendor, or participants. By the end of each session, all issues were either resolved or referred to the Statewide Footprint Committee for further consideration.

The Statewide Footprint Committee will examine the application functionality and rank any further development needs in descending order of importance. At the end of each functional workshop, participants were invited to nominate an individual to participate in the Statewide Footprint Committee.

The commitment of the lead agencies in allowing so many staff members to participate in both the patient management systems and client management systems gap analysis processes is a clear reflection of the partnership between the Office of Health Information Systems and the sector. The 'buy-in' from the individuals who participated has been extraordinary. The Patient and Client Management Systems Project Team thanks everyone who contributed their time and effort.

Statewide Footprint Committee

A separate Statewide Footprint Committee has been formed for both the integrated patient and client management system and the client management system solutions to prioritise the gaps as defined in the functional workshops and rank them according to development need. These committees will merge once the statewide footprints for both solutions have been developed. This ensures the footprints are managed in parallel.

The Patient & Client Management Systems Statewide Footprint Committee met over six days spanning a five-week period during August and September. A report detailing the committee's recommendations regarding gap development was presented to the P&CMS Steering Committee on 30 September. The Client Management Systems Statewide Footprint Committee has also been convened and will meet over a four-week period until late October. A report detailing these recommendations will be presented to the Patient & Client Management Systems Steering Committee at its next meeting.

Next steps

- The required gap development will be negotiated with each vendor and then included in the contract.
- At the conclusion of contract negotiations with each vendor, the proposed contract will go through the Department of Human Services contract finalisation stages submissions to the APU will be separately made. It is anticipated that these sign-off processes will take approximately two months.
- Following contract execution, the Patient & Client Management Systems project team and lead agencies will work with each vendor to conduct a statewide implementation planning study (IPS).
- A business case development workshop for Patient & Client Management Systems lead agency project managers was held in September to assist with the development of agency business cases. The agency readiness assessment criteria process is being finalised. Agencies will then convey their intention to commit to, and preparedness for, implementation.

Community health forum

More than 70 representatives from 38 community health organisations throughout the state attended a community health forum organised by the Office of Health Information Systems. This forum explored with the sector a number of issues and queries around the new client management system application proposed through the HealthSMART program.

The purpose of the workshop was to examine the readiness of the community health services for implementation of the CMS and to gain valuable feedback from community health practitioners on the best implementation approach for new HealthSMART technologies. The successful implementation of the system relies on the advice and assistance provided by community health services.

Discussion and presentations included:

- Purpose process and identification of critical issues
- CMS product functionality & development
- Agency engagement
- Introduction to business case development.

The workshops and presentations were well received by all attendees. Representatives were nominated by their workshop peers to continue to work with the Patient & Client Management Systems project team to discuss appropriate pricing models and implementation framework.

A special HealthSMART eBulletin on the workshop has been distributed. Please distribute this bulletin to colleagues who may be interested. If you have received this bulletin indirectly and would like to be on the HealthSMART mailing list, just send an email to ohis.generalenquiry@dhs.vic.gov.au

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