

# Patient & Client Management Systems news

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

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## Patient & Client Management Systems Portfolio

The principal contacts for the Patient & Client Management Systems portfolio are:

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### Barbara Allen

Acting Project Manager – Client Management Systems  
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(Position vacant – recruitment in progress)

### Karen Pendrick

Statewide Footprint Manager  
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## New team members

New members of the Patient & Client Management Systems teams (P&CMS) are:

- Gareth Shaw – Project Manager, Patient & Client Management Systems
- Vivianne Zara – Business Analyst, Statewide Footprint
- Ross Prickett – Business Analyst, Statewide Footprint

New application support team members:

- John Salamanca – P&CMS Team Lead
- Glenn Harris – CMS
- Carol Shao – CMS
- Alison Daley – P&CMS
- Fred Arcibal – P&CMS

We farewell Bronwyn Taylor who has returned to Mercy Health and Aged Care.

## Expression of interest to implement the HealthSMART Client Management System – 2008–09

In the last quarter of 2007 the CMS team will commence the next round of expressions of interest from the remaining independent metropolitan primary and community health services to implement the stand-alone CMS solution.

## State-wide footprint update

The first version of the state-wide footprint for the HealthSMART integrated patient and client management system, iSOFT's i.Patient Manager version 1002, was released and implemented at Northern Health in March 2007. Functional enhancements are planned for delivery by iSOFT in late 2007 – version 3001 has an additional 35 enhancements, and version 4001 another nine enhancements.

The first version of the CMS state-wide footprint, TrakCare version P6.7, was released and implemented at Western Region Health Centre in March 2007. A new version that includes additional functions defined by participating agencies was released by TrakHealth and is undergoing state-wide footprint testing in conjunction with the Bendigo Community Health Services implementation project.

## Agency implementation update

The implementation of the PCMS, iSOFT's i.Patient Manager, is underway across the lead agencies. It is anticipated that the first nine PCMS implementation agencies will conclude by mid-2009.

## Patient and Client Management System (i.Patient Manager)

- **Northern Health** – went live in March 2007 at the Northern Hospital. Phase II of the implementation is in progress.

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- **Peninsula Health** – go-live scheduled for fourth quarter 2007.
- **Gippsland Health Alliance** – go-live scheduled for fourth quarter 2007.
- **Royal Women's Hospital** – go-live scheduled for fourth quarter 2007.

Pre-implementation activities are now being planned with the remaining PCMS non-lead agencies, including:

- Hume Alliance of Rural Hospitals
- Grampians Health Alliance
- Eastern Health
- Bayside Health
- Peter MacCallum Cancer Centre
- Loddon Mallee Health Alliance.

## Client Management System (TrakCare)

- **Western Region Health Centre** – went live on 28 March 2007.
- **Bendigo Community Health Services** – go-live scheduled for fourth quarter 2007.
- **MonashLink Community Health Service** – go-live scheduled for fourth quarter 2007.
- **Inner South Community Health Services** – go-live scheduled for first quarter 2008.

The following agencies are currently preparing for their implementation phase. The CMS team has conducted pre-engagement training and code table data collection workshops. Staggered go-lives will start in February 2008.

- Inner South Community Health Services
- Banyule Community Health Service
- Nillumbik Community Health Service
- Plenty Valley Community Health
- Darebin Community Health.

**Next issue: November 2007**

## Frequently asked questions

### Q. What financial support does OHIS provide to agencies implementing CMS?

Under HealthSMART principles the department:

- funds the licence costs, state-wide planning, state-wide design and the technology required
- funds the vendor costs for agency implementations
- contributes to the local project costs, particularly through funding of a project manager
- subsidises the on-going running costs until there is adequate uptake of the system
- covers the running costs for the first 12 months of each agency's use of the system.

Agency costs cover:

- funding an implementation project team, exclusive of the project manager
- on-going running costs of the system beyond year one, post go-live.

### Q. What is the minimum desktop hardware requirement to run TrakCare?

TrakCare is a web-based application with minimal hardware requirements. A computer with a CPU speed of 700 MHz or greater is suitable. As a guide, equipment purchased after the year 2000 will most likely comply with this.

CPU	700 MHz, Pentium PIII
RAM	256 MB
Storage	5 GB free disk space

### Q. What is the minimum software requirement to run TrakCare?

In most situations existing software and hardware infrastructure will be sufficient to proceed with the migration to TrakCare. Supported desktop operating systems are:

- Windows 98
- Windows 2000
- Windows XP.

There are two software components required to access the Trakcare application:

- Microsoft Internet Explorer 5.5 or greater
- Citrix Client (only installed on desktops used to perform administrator roles).