

Patient & Client Management Systems news

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

Issue 10, February 2008

New team member to welcome

New member of the Patient & Client Management Systems (P&CMS) team is:

Lan Ping Yeh	Test Manager, Patient & Client Management Systems
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Statewide footprint update

PCMS Footprint

Functional testing of i.Patient Manager 1.86 4001 release is complete. Integration testing is also nearing completion. Upgrade projects for Northern Health, Peninsula Health, Gippsland Health Alliance and Royal Women's Hospital are being planned.

iSOFT conducted a series of 4001 demonstration sessions for the agencies and DHS program area staff in January regarding brokerage, linked contacts and multiple staff diaries. These sessions identified where additional enhancements are required.

CMS Footprint

- The configuration for TrakCare 6.8 has been successfully tested and implemented to production and non-production instances, along with training and documentation provided to all agencies
- A planning forum to consider future trends in TrakCare with the department program areas and CMS agencies will be conducted at the end of February.

Client Management System (TrakHealth-TrakCare)

Agency implementation update

Inner South Community Health Service will go live this month followed by MonashLink Community Health Service in March.

Implementation Projects

Several agencies are with pre-implementation activities and are scheduled to go live dates in 2008. These agencies are:

- ISIS Primary Care
- Banyule Community Health Services
- Darebin Community Health Services
- Nillimbik Community Health Services
- Plenty Valley Community Health Services.

Expression of interest to Client Management System (CMS) agencies - 2008/09

Work is in progress to determine the implementation schedule for community health agencies following an expression of interest process late last year. This will determine further rollouts of the TrakHealth application past the already developed implementation schedule.

Patient & Client Management System (iSOFT-i.Patient Manager)

Mercy Health & Aged Care has commenced key user training. Southern Health is progressing with IPS sessions which are scheduled for completion in February.

Western Health is commencing their IPS during February 2008. Melbourne Health will recommence their implementation project in 2008.

Grampians Health Alliance and Loddon Mallee Health project planning in progress.

Frequently asked questions

Can patient/client master index demographics be migrated from legacy systems?

Yes. Patient/client master index (PMI) demographics can be migrated from SWITCH or Medipak Patient (ZedMED).

However, it has been agreed that the final PMI upload must originate from a single source. It is the responsibility of the agency to amalgamate PMI data from multiple legacy systems prior to the commencement of the PMI upload process. This is a pre-requisite in order for TrakHealth to automate the migration of PMI data.

Is there a tool available to assist with the migration of client demographics? What kind of impact will it have on staffing?

TrakHealth provides a standard routine which uploads the PMI and medical record (MR) into the TrakCare application. In order for this to occur, the agency must prepare this data in a prescribed format.

Three of the four lead agencies have collectively outsourced this requirement and a utility is now available to extract PMI data from SWITCH. This work was carried out in conjunction with Trish Lynch (ITPC / Data Reporting Helpline). The utility is available to other agencies for a nominal fee. Further information can be obtained from the CMS Implementation Manager, Adam McLeod.

Local/operational reports – what sort of reports can I get out of the CMS system to monitor what is happening in my agency?

There are three options for writing reports:

- Formally specified Crystal reports provided agreed across all agencies via the statewide footprint
- Locally developed Crystal reports configured by your agency
- Speedminer ad-hoc report queries.

Agencies will have the option to participate in Report Schema, Questionnaire and Speedminer training at quarterly intervals for the remainder of the project.

Does billing in TRAK feed into my financial system?

TRAK is an administration and clinical system, it does not operate as a financial system. There are brokerage reports that can track costs for planned activities or create invoices etc, however this will not replace your existing financial systems or significantly alter the way they currently operate.

When are the new TRAK program releases?

These are currently issued once a year for major releases – i.e. significant changes to the system. These usually come out around May, but there is a slight lag while OHIS tests the releases. Once testing is done these are released to the agency which, in turn, do their own local testing to make sure this meets their needs.

What is a code table? Why are they important?

A code table is essentially the contents of different lists within your system, such as funding sources (payer/plans), care providers, locations of your sites etc. These are broken into three groups ‘state’ which you cannot change (they are used by all Victorian CHS), ‘state plus’ (like a state code table, but you can add in extras if you need them) or ‘local’ (home-grown codes only specific to your agency).

Getting these together is sometimes a challenge because it can involve multiple arms of an agency and require input from many people. It is important to have these complete early on, so that they can be set up and tested.

What are the different types of CMS databases that will be available?

Pre Engagement

- The CMS technical team will offer to install a stand alone, unsupported demonstration copy of Trakcare onto an agency laptop.

Implementation

- A training instance created for super user training and end user training.
- A test instance created for code table preparation and user acceptance testing.

Go live

- A production instance which is the instance the agency will use on a daily basis.

Post-go live

- A production support instance will be created for use by the HealthSMART Services application support team (test patches, upgrades etc).

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