

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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New team members

New members of the Patient & Client Management Systems teams are:

- Bronwyn Taylor, replacing Peter Whatley as Project Manager, Client Management Systems
- Francis Goh, Patient & Client Management Systems Implementation Manager
- Donna Heydon, Patient & Client Management Systems Project Officer

New application support team members include:

- Ross Prickett
- Christina Boys
- Premila Bala
- Andrea Goodinson
- Ben Allen
- Richard Bright
- Karin Muecke
- Zabin Ali
- Chris Andrews

We farewell Tony Bibby and wish him all the best for the future, as he leaves to pursue his new international opportunity.

Expression of interest to implement the HealthSMART Client Management System

A call for expressions of interest to implement the standalone client management system solution – the TrakCare system supplied by TrakHealth – has been distributed to metropolitan independent primary and community health services. The following health services have responded:

- Banyule Community Health
- Darebin Community Health
- Eastern Access Community Health
- ISIS Primary Care
- Knox Community Health Service
- Nillumbik Community Health Service
- Plenty Valley Community Health Inc
- Whitehorse Community Health Service
- Women's Health in the South East.

Another request will be distributed in about six months time seeking further expressions of interest to participate in implementing the client management system (CMS).

Pre-implementation forum

A pre-implementation forum was held in early October aimed at health services which have expressed interest in implementing the CMS. More than 30 representatives attended this forum and were provided with an overview of the program and likely implementation timeframes.

Information included:

- A TrakHealth demonstration of the state-wide footprint
- An update from Sharon Read from Western Region Health Centre regarding implementation experience
- A HealthSMART Services implementation overview and update
- Review of the next steps by the CMS implementation team.

A structured readiness criteria assessment will be used to determine the sequence of the stage two CMS rollout following lead agency implementation.

To facilitate this, a dedicated implementation team has been recruited by the OHIS to assist with pre-implementation and implementation initiatives at those community health agencies requiring assistance.

Once the readiness review has been completed, a recommendation on likely implementation dates for each community health service will be presented to the P&CMS Steering Committee for endorsement.

State-wide footprint update

Client Management System

A number of representatives from community health agencies, the vendor (TrakHealth), and the OHIS project team reviewed the findings of the CMS state-wide footprint in September. This group reviewed, and ultimately accepted, the model to build and configure the application that will best meet the needs of community health agencies.

The footprint will determine the roll-out and implementation of the CMS. As a result of these workshops, super-user training has begun at the CMS lead agency, Western Region Health Centre (WRHC).

Patient & Client Management System

As first lead agency, Northern Health is implementing the iSOFT state-wide footprint for the HealthSMART patient and client management system (PCMS) – i.Patient Manager (i.PM). Northern Health's configuration and testing phases have provided an opportunity to review state-wide footprint decisions regarding code-set values, policies and governance.

A further review of the state-wide footprint is scheduled shortly in readiness for key user training at Peninsula Health, the second PCMS lead agency.

Agency implementation update

Client Management System

Western Region Health Centre

Western Region Health Centre started its implementation of the TrakCare client management system in July 2006. An implementation planning study was completed and signed-off at the end of September 2006. User acceptance testing will commence in the fourth quarter 2006, working towards a February 2007 go-live at WRHC.

Patient & Client Management System

The implementation order of the PCMS has been recently endorsed by the steering committee. Implementation order is listed below.

- Northern Health
- Peninsula Health
- Gippsland Health Alliance
- Royal Women's Hospital
- Mercy Public Hospitals
- Western Health
- Melbourne Health
- South West Alliance of Rural Health
- Southern Health.

Northern Health

Implementation of the integrated Patient & Client Management Systems (P&CMS) iSOFT application into the first agency, Northern Health, is progressing well in view of the complexity involved in the implementation of such an agency critical system.

A key driver for the 1 December 'go-live' at Northern Health was the need to be able to take appointments and bookings for the new Craigieburn Superclinic before it opens to new patients in February.

On review of the implementation progress, it had been decided to realign the first stage of Northern Health go-live activities to February, which will also allow 'downtime' for the Christmas holiday period. This realignment will not affect the remainder of the Northern implementation that will continue as planned and be completed in April 2007.

The realignment of these dates will also not effect other implementation dates. Peninsula Health has completed an implementation planning study and Gippsland Health has begun pre-implementation activities with both scheduled for go-lives in 2007.

Peninsula Health

The Peninsula Health project is underway and implementation planning study (IPS) activities have been completed. Key user training is due to commence in November 2006 with a go-live planned for June 2007.

Gippsland Health Alliance (GHA)

The GHA project kicked off in August 2006 and an agency IPS is in process. GHA go live is planned for August 2007.

Frequently asked questions

Q. What is an implementation planning study?

An implementation planning study is undertaken as a project information and planning activity to fully inform both vendor and customer how to effectively and realistically implement the agreed product scope with contractual budgetary and timeline terms and conditions. The IPS is the first implementation project activity for a service or agency after they have signed a purchase order contract (POC).

Q What is user acceptance testing?

User acceptance testing (UAT) is the phase during which testing is performed in order to ascertain whether a software solution meets the requirement of its users. Selected test types are utilised to ensure:

Configuration changes and developments, together with interfacing applications, support the health agency's business processes

The changes introduced by the release can be signed-off as accepted for deployment into production.

UAT includes the following test types:

Functional

- The delivered solution (application together with interfaces) supports the business process steps
- Each business rule is properly applied
- Downstream applications can use data, according to their business requirements

Interface

- Ensure that inbound and outbound interfaces meet business process requirements
- Business process
- Ensure that applications support the execution of documented business processes

Security and access

- Ensure that access to an application for authorised users is that required to perform their job role/position

Data migration

- A final validation of the data migration process.
- Operability/Useability (informally tested)
- Measure the ease of use of the application by all users.

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