

Patient & Client Management Systems news

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

September 2008 – Issue ten

New team members to welcome

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

Suresh Hungenahally	Statewide Footprint Manager
John Parshotamdas	Project Officer, Statewide Footprint
Kent Burgess	Project Officer, Functional Expert, Client Management Systems
Deanne Pattison	Business Analyst, Statewide Footprint
Hetty Sander	Test Analyst
David Field	Test Analyst
Rod Besley	Project Manager
Lisa Scanlon	Project Officer

Statewide Footprint update

The Statewide Footprint team has established two new governing groups, the Release Control Committee to oversee the integrated patient and client management system and the Change Advisory Committee to oversee the client management system. These committees convene weekly to manage changes requests, software updates and agency go-lives.

Patient and Client Management Systems (PCMS) footprint update:

- Functional testing of i.Patient Manager (i.PM) version 4002 is underway.
- Planning and scheduling for i.PM version 4001 upgrades is underway at Northern Health, Peninsula Health, Gippsland Health Alliance and Royal Women's Hospital.
- Additional community functionality enhancement, brokerage and SCTT are scheduled for delivery by iSOFT in the fourth quarter of 2008 and first quarter of 2009.

Client Management Systems (CMS) footprint update:

- Speedminer development is progressing and currently being tested by the Statewide Footprint team. It is anticipated Speedminer will be released to agencies in early 2009.

- The Statewide Footprint team is progressing with functional testing for the statutory extracts.
- TrakHealth will deliver SCTT in two releases, in September 2008 and January 2009.
- CMS version 6.9 is currently in the planning process. This release will bring about several benefits to the business. Areas of improvement include improved user interface, enhancement to the Events functionality, date fields on progress notes, web-based resource schedule and improved episode security.
- Scanning is undergoing Statewide-footprint testing. A pilot agency will participate in Beta II testing before this is rolled out to other agencies. This delivery will centralise clinical and administrative documents electronically.
- The Statewide Footprint team recently completed the CMS quarterly release to Health Smart Services. This includes the maintenance patches, configuration changes, code table changes and updated table mappings.

Client management system (TrakCare)

Agency implementation update

The following community health agencies are live with TrakHealth's client management system TrakCare:

- Inner South Community Health Service (February)
- Monash Link Community Health Service (March)
- ISIS Primary Care (April)
- Darebin Community Health Service (May)
- Nillumbik Community Health Service (July)
- Banyule Community Health Service (July)
- Plenty Valley Community Health Service (August)
- Knox Community Health Service (September).

Implementation projects

Whitehorse Community Health Services and Eastern Access Community Health are finalising pre-implementation activities in preparation to go live later this year.

The following agencies have commenced their pre-implementation activities and are scheduled to go live in 2009:

- North Richmond Community Health Centre
- Inner East Community Health Service
- Central Bayside Community Health Service
- North Yarra Community Health
- Manningham Community Health Service
- Bentleigh Bayside Community Health service

Patient & client management system (i.Patient Manager)

Agency implementation update for 2008

Mercy Health & Aged Care

Mercy Health has commenced User Acceptance Testing (UAT).

Southern Health

Southern Health commenced Key User Training (KUT).

Western Health

Western Health commenced KUT.

Melbourne Health

Melbourne Health has launched its project and is preparing for the Implementation Planning Study (IPS).

Grampians Health Alliance

Grampians Health Alliance has commenced its IPS.

Loddon Mallee Health Alliance

Loddon Mallee Health Alliance is due to commence its IPS in October 2008.

Frequently asked questions

Why is testing required?

Even though TrakCare is currently used by many agencies, it is a product that can be configured to suit agency specific needs. UAT allows for requested changes to be verified. It also provides an opportunity to evaluate how an agency can effectively utilise the TrakCare features in business processes and to resolve possible issues before going live. The UAT phase is also a great opportunity for users to gain crucial training in the TrakCare features.

How is testing being made easier so that we can fit it in to our timelines?

The selected testing tool (Quality Centre v9.0) will be made available to the agency with test cases. The test cases (constructed as business scenarios) will be pre-assembled in an effort to save agency time. However, the implementation team will assist if changes to the scenarios are required by an agency.

Testing will then be broken up into the following:

- Verification of agency code table
- Verification of user groups setting to ensure it fits the agency requirement
- Verification of business processes, for example:
 - registration of client
 - wait-listing
 - scheduling appointment
 - electronic health record
 - questionnaires/assessment
 - medical records tracking
 - reports
 - statutory reporting.
- System Integration Testing (SIT) links to other software, MD etc.

What programs are currently in scope for TrakCARE?

- Community & Women's Health
- Commonwealth Aged Care Program
- Alcohol & Drug Programs
- Home and Community Care
- Office Of Children programs
- Disability Services
- Psychiatric Disability Rehabilitation Support Services
- Victorian Integrated Non-Admitted Health (VINAH).

What if I want to use TrakCare for a program that isn't in scope?

Requests to expand the scope of TrakCare are managed by OHIS and changes are most likely to be made when requested by more than one agency. The program's scope will be expanded but changes will occur gradually.

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