

SWARH NEWSLETTER

EO Update



Welcome to the second edition of the SWARH newsletter. This edition brings to a close a major refresh of SWARH infrastructure with the completion of the telephony upgrade as well as the completion of Community Health integration for all TrakCare participants. These two events herald another lift in functionality across the region. There has been considerable interest in SWARH services from within Victoria and Interstate which demonstrates that SWARH remains in the upper quadrant of health ICT service, diversity and innovation.

Garry Druitt, SWARH EO

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If you have any queries relating to this newsletter please contact the SWARH Office on 5564 4000.



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IP Telephony Upgrade

When originally implemented in 2000 SWARH's IP Telephony system, then known as Cisco Call Manager, effectively eliminated PABX's across the region and gave rise to free telephone calls between SWARH's member hospitals. SWARH commenced with Version 1 in 2000 and has updated regularly since then with Version 8 in 2012 also being adopted by Barwon Health. In late July SWARH completed an upgrade to v10.5 of the system, which is now known as Unified Communication or UC.

The 2012 upgrade moved SWARH to a fully virtualized platform giving flexibility in relation to resilience and backup.

The main features of the 2015 upgrade are as follows:

- a) Least Cost Routing (LCR – which enables free calls between member agencies) moves to a new implementation where SWARH can keep up with the new regional number ranges being issued by carriers. This has been difficult in the past and many calls have had to use the STD delivery for the newer number ranges
- b) Further video integration. Many users will be aware of the video

phones being able to automatically participate in video conferences. Now this can be automated as part of workstation video via the Cisco Jabber collaboration client.

- b) Integration of UC with Active Directory (AD) will enable automatic voice and video dialling when participating in collaborative meetings using tools such as WebEx. This depends on having the correct extension number against each user in AD.
- c) Smart number. The proliferation of multiple devices for each user often means that the fixed telephone is not the best contact point for staff. The smart number is such that a transfer to a fixed extension may result in the call appearing on a smart phone or smart device running Jabber. This strategy also enables the user to transfer calls from mobile devices back to the fixed phone.

Thanks to the all involved the 2015 upgrade was implemented smoothly. In order to ensure that members maximise their return on investment from the telephony system SWARH will shortly publish a function list and a training schedule.

TRAK Community Go Live – CAH & OHCS

SWARH members Colac Area Health and Otway Health and Community Services have become the latest agencies to move to SWARH's TRAK Community product following a successful launch on July 1. TRAK Community, which is being progressively rolled out across all agencies that use TRAK clinical systems, enables a single patient record to be kept across both the inpatient and community areas further enhancing continuity of care for patients across the south west. Community functionality encompasses District Nursing, HARP, Post-Acute Care and Allied Health. SWARH staffers Maureen Johnstone and Nadia Smith have been on hand at Colac and Apollo Bay (see picture) to work with the local teams in ensuring a smooth transition.

Frans Hillege – Quality Officer & TrakCare Community Project Manager at OHCS reports on their implementation of TRAK Community:

Preparation for the implementation of TRAK Community on 01-Jul-15, started in December 2014 with the establishment of the OHCS TrakCare Community Steering Committee. Participants on the committee changed over time to ensure alignment was maintained according to business needs.

Visits by the OHCS team to other sites including Lorne, Moyne and Timboon highlighted the many good points that TRAK community has to offer and assisted us in better planning and gaining buy-in and engagement for our implementation. Work started in earnest after our TRAK Community Information Meeting at the end of March 15 and our meeting with Moyne in early April 2015.

The implementation of a system in a work place where many people do not work a five day week, has its challenges, but the committee, with the aid of a high level project plan, set tasks and objectives and all went about their work. Regular meetings were held in which issues were raised, discussed and where possible resolved and with a continuous "Inspecting what you Expect" focus, progress was made culminating in TRAK Community going live on 1st of July. As expected, there have been some teething problems, but with our internal expert Sarah Lane, and Super Users Shelly Forche Baird, Tanja Brunner, Kevin Gorman and Pam Little and SWARH support from Nadia Smith & Maureen Johnstone any problems are quickly resolved.

A large piece of work still to be done is the site specific policies and procedures – this will serve as corporate memory and provide a consistent way of performing a task. Some key issues regarding HACC rostering remain to be solved but in the meantime, PJB will continue to be used as a back-up for this until a suitable replacement is found in due course. Over the coming months, people will learn more about the capabilities of the system and further improvements will be made.



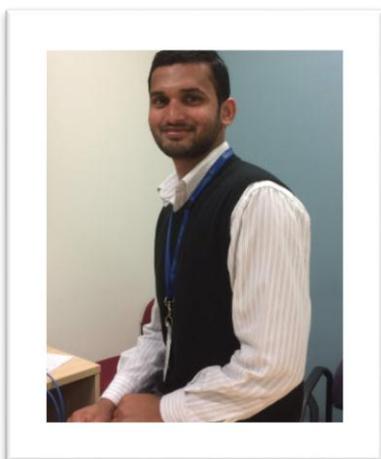
Standing (L to R): Linda West (CEO), Pam Little, Kim Bazell, Marita Berndt, Kevin Gorman, Loren Jenkins, Ali Campbell, Frans Hillege & Melony Howell.

Kneeling (L to R): Leanne Rochford & Sarah Lane.

Not present:

Anne Rout, Shelly Forche Baird, Tanja Brunner, Kerry Bubica, Louise Fairney, Elizabeth Smith, Cheryl Biddle, Polly Day, Ann Missen, Georgina Harrison, Kat Duynhoven, Liz Forrester, Graeme Giles, Wendy Hart, Karen Jordan, Kirsty King, Jenny Mackinnon, Barbara McKenzie, Katrina McKellar, Jenny Watt, Hiroko Yamamuro, Cindy Lee, Dianne Inglis, Christine McKenzie

Service Desk Staff Profile – Sam Bobbi



Sam Bobbi is a member of SWARH's Geelong based Service Desk team. After starting as a Level 1 service desk agent Sam has diligently worked his way up to being a confident Level 2. According to SWARH's Service Continuity Manager Linda Riley "Sam has continually gone above and beyond to assist our customers and I often receive feedback saying what a fantastic job he has done for them. Sam deserves recognition for his commitment to our cause, his fantastic attitude and his great customer service skills. I am sure staff from across our region have experienced his exemplary customer service!"

What motivated you to follow a career in IT?

Sam first became interested in IT when he worked part-time in a computer shop during school holidays when he was 15. He actually gives his mum the credit as she told him to "go get a part time job" in the school holidays, and he's never looked back.

When and where did you start your degree?

Originally from Hyderabad in India, Sam completed high school before moving, at 17 and on his own, to Australia and where he completed his IT degree at the University of Ballarat.

What was your first job after University?

After completing his degree Sam combined work at McDonalds with a second job at Barwon Health Linen Care. Sam continued looking for a role in IT and after 7 months he was successful in securing his dream job with the SWARH Service Desk.

What do you find most rewarding about working for SWARH and providing support to our customers?

"Everything we fix relates indirectly to the patients our organisations support. This is very rewarding, as you feel like you are giving back to the community. Health is a very interesting field to work in, it's very diverse and our customers are heavily reliant on their systems being available at all times."

Tell us about the people you have met?

I've met all sorts of people from doctors to dietitians, nurses and cleaners, you name it. It's really nice when you walk down the hallways of the hospital and the staff remember your name. It's difficult to please everyone all the time but we do our best and I think it's when you do a good job they tend to remember you.

What do you do when you aren't working?

I like to keep fit by going to the gym regularly and swimming laps at the pool and I also like gardening. I enjoy travelling and I recently went to Thailand with my brother. We visited a village called Saiyok 200km from Bangkok, where we helped out in the local community. It was so rewarding, the people were so grateful and there was so much emotion and gratitude, that we can't wait to do it again.

Domain Name Issue

One of our member hospitals had an interesting experience relating to their internet domain name this month. The domain name, let's call it "ruralhealth.com.au", was due for renewal but as the contact name on the domain record was out of date the health agency never actually received the notification of expiry.

When the domain name expired it was bought by a company called netfleet.com.au and subsequently when a user tried to access "ruralhealth.com.au" on the internet they were redirected to a medical clinic based in California!

After some days of dialogue with netfleet.com.au they agreed to sell the domain name back to the health agency - for \$250! The lesson for all of us is to ensure that our domain records are kept up to date.

The domain names for most SWARH member agencies are managed by SWARH however if you are unsure please contact the SWARH Office and we can confirm the status of your domain.

SWARH Electronic Health Record Adoption Project (EHRAP)

The EHRAP project will see all agencies across SWARH being lifted to a standard regional level on the clinical HIMSS chart. SWARH and the member agencies have received funding which will be spent not on new hardware or software, but on project officers, who will work collaboratively with agency staff to maximise the use of existing functionality within TRAK. More details will follow in the next SWARH newsletter.

SWARH Email Filtering

SWARH's email team deals with a large amount of SPAM every single day, and we're not talking about their diet! SPAM email is irrelevant or unsolicited messages sent over the Internet, typically to large numbers of users, for the purposes of advertising, phishing, spreading malware, etc. Recently some users have received the odd SPAM email message and have queried SWARH as to how these messages get through. The table below shows an analysis of email received on a recent random Tuesday by the various SWARH email domains (swarh.vic.gov.au, barwonhealth.org.au, swh.net.au, wdhs.net, etc.):

Rejected	Delivered	Quarantined	Total
14223	27071	1664	42958
33%	63%	4%	

As you can see from the table only 63% of all email sent to SWARH on this day was passed through as legitimate email. SWARH, in conjunction with KeyTrust operates a mail filter to block SPAM messages. The process typically works in a circular fashion process – KeyTrust blocks current known spammers, who then come up with a work-around to the filter and manage to get some emails through, KeyTrust then blocks this new method and round it goes again. The KeyTrust filter is updated every 15 minutes and there are also other methods in use such as blocking a source that sends a high number of emails within a short space of time.

The battle against SPAM goes on every minute so please if you do receive an email promising a large inheritance, a free computer, or something of a more personal nature please delete the email and let SWARH know, and of course, never open an email attachment or click on a link that you're not sure of.

Accreditation Assistance

Accreditation is an ongoing process across SWARH member agencies as they all strive to meet the standards expected of them as leaders in the services they provide to their communities. SWARH staff are available to assist whether by providing appropriate policies or sitting in on meetings with accreditors in order to answer questions related to ICT systems, procedures or infrastructure. For further information please contact your local member engagement representative.