

SWARH NEWSLETTER

Welcome Back!



The SWARH Newsletter is back to keep you updated and informed on some of the recent highlights from SWARH and from our member hospitals!

The Newsletter is produced by the SWARH MCEO division and will be published quarterly.

Further information can be found at the SWARH web site or Facebook page – see details below.

www.swarh.com.au

www.facebook.com/SWARHICT

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



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SWARH Technology Refresh

The SWARH Technology Refresh project combines a redesign of our core networking environment with the replacement of our fleet of network equipment at sites right across SWARH.

SWARH has a continuous program of infrastructure asset rental which aims to minimize the SWARH ownership of assets and enables us to refresh network hardware at the end of the 5 year operating lease. At the end of each term the assets are returned to the lessor and a new lease commenced with a new asset replacing the functionality of the old.

In 2014/15 a number of leases were set to mature at the same time giving SWARH an opportunity to evaluate our infrastructure requirements over the next 5 years and reset our direction in line with strategic, technical and business goals.

SWARH has worked with our preferred network equipment manufacturer, Cisco, to design a network architecture that reflects the following elements:

- delivery from the core processing centres (Geelong and Warrnambool)
- resilient connection to the cloud (Internet)
- increased use of thin delivery (VXI)
- reduced focus on the 'edge network'

Cisco's design was then reviewed by Dimension Data who were able to translate the architectural requirements into a bill of materials including commissioning services. While the actual project deliverables commenced in June 2014, the replacement of network equipment at SWARH sites commenced in earnest in late February 2015 and will be ongoing over the next couple of months. Each site will be contacted by SWARH MCEO to arrange a convenient time for the changeovers which will be performed by technical personnel from the SWARH Operations team

The Technology Refresh project will position SWARH to deliver on the ICT service needs of its members and customers through 2015-2020 in line with the SWARH strategic plan, and will deliver the following overall benefits:

- Achieving a 'best practice' core network between Geelong and Warrnambool creating independence between SWARH WAN and Agency LAN
- A case for the 'community cloud' concept enabling a highly disciplined and predictable service establishment model.
- New support for advanced resilience and recovery through enabling service clustering across Geelong and Warrnambool
- New support for high speed WAN connectivity (10Gbps)
- New support for redundant active-active Internet and remote access at both Geelong and Warrnambool
- Telephony integration with IM (Instant Messaging), Presence, collaboration tools, Video conferencing via Jabber for all FAT, thin, Android and Apple devices.
- Setting the core data storage strategy for accelerated growth to accommodate revised primary, backup and archive demands.
- Better response and recovery times for edge failure through SWARH insourcing and sparing
- CCTV, Messaging and RFID to have a completed core to enable seamless addition of expected demand.
- Video conferencing core to be expanded and integrated into core Telephony supporting video by default, HD and best practice external access.

If you have any questions relating to the Technology Refresh project please contact the SWARH Office on 5564 4000.

High Fibre

In November 2014 SWARH negotiated a contract with VERNet to access the substantially increased broadband capacity made possible by the implementation of the new Geelong to Warrnambool fibre link.

Access to the new fibre link is now benefitting SWARH and our members through:

- **Competitively priced access to substantially increased broadband capacity**
Until November 2014, SWARH had been running a microwave link (200Mbps) to support its network and members. The new contract with VERNet provides us with 80 times that capacity (10 Gbps) for around the same cost.
- **Improved network functionality, performance and resilience**
Our ability to access this level of increased broadband capacity will enable us to consolidate all of our network and support activity into 2 Data Centres operating out of Geelong and Warrnambool.

More specifically, this will enable SWARH to:

- Rationalise the amount of hardware and number of locations needed to support the network, with consequential productivity improvements for supporting that infrastructure
- Improve the balancing and resilience of internet connectivity - across ISPs and modes of connection
- Improve the capacity to support remote access by alliance members' staff
- Refresh video and telephony systems to support mobility of devices and collaboration across the alliance
- Better support for replication and disaster recovery – critical to ensure continuity of essential services
- Standardize applications, services and performance across the alliance network
- Release staff from prevention, monitoring and response functions to more strategic roles to improve IT performance and health services.

Active SWARH Staff!



Several staff from both SWARH and our member hospital's recently took part in the annual Murray to Moyne cycle relay, which is managed by SWARH member Moyne Health Services.

The relay, which starts from the Murray River towns of Mildura, Swan Hill and Echuca and finishes at the Moyne River in Port Fairy, saw over 1100 riders across 70 teams from all over Victoria, as well as southern NSW and south eastern South Australia, riding to raise funds for their local health services.

From the SWARH office Gerard Cashill rode for the Port Fairy 1A team and Jayson Sagnol for Mortlake's 'Blood Sweat & Gears' while Casterton's Barb Toma, Colac Area Health's Tim O'Sullivan and Terang Mortlake's Brendan Williams were amongst those donning the lycra to raise much needed funds for their respective health services.



Anyone who plays golf knows that you can come off the course feeling rather tired after a normal 18 hole round. Imagine then how SWARH Infrastructure Services Manager Nathan Hunt felt after recently completing the amazing feat of playing 100 holes of golf in one day!

Geelong based Nathan completed the task at the 13th Beach course in Barwon Heads as part of the Hundred Hole Hike, which is an international network of golf marathons where participants plan to walk 100 or more holes of golf in one day in order to raise money for various worthwhile charitable causes.

Starting right on daybreak and having to walk the entire 100 holes Nathan completed his 100th hole in partial darkness. You'll be pleased to know that he brings the same level of dedication to ensuring SWARH's infrastructure continues to function optimally!

HIMSS – EMRAM

The Healthcare Information and Management Systems Society (HIMSS) Electronic Medical Record Adaption Model (EMRAM) is an international benchmark for the measurement in uptake of EMR functionality. The model measures use and maturity of EMR systems. The process of assessment and benchmarking began in March 2015 and will continue over a 2 year span.

The assessments will provide SWARH agencies with a roadmap and benchmarks for achieving Stage 7 of the EMR adoption model; a near paperless environment with advanced clinical decision support triggering at the point of care to optimize clinical, financial, and operational outcomes.

The assessments will:

- 1) Identify each hospital's score towards achieving Stage 7 of the EMR Adoption Model
- 2) Provide SWARH with a gap analysis demonstrating the gaps in IT adoption that are preventing its hospitals from achieving higher level stages
- 3) Identify the maturity of system usage and opportunities for improved utilization
- 4) Recommend a path for achieving Stage 7 of the EMR Adoption Model

The 12 acute care facilities to be evaluated include:

- 1) Casterton Memorial Hospital (15 beds)
- 2) Colac Area Health (45 acute-care beds)
- 3) Heywood Rural Health (50 beds - 5 acute-care beds)
- 4) Lorne Community Hospital (26 beds - 6 acute-care beds)
- 5) Otway Health & community Services (25 beds - 4 acute-care beds)
- 6) Moyne Health Services (97 beds – 10 acute-care beds)
- 7) Portland District Health (69 acute beds)
- 8) South West Healthcare
 - i. Warrnambool Base Hospital (200 beds)
 - ii. Camperdown Hospital (58 beds – 28 acute-care beds)
- 9) Terang Hospital (52 beds - 27 acute-care beds)
- 10) Timboon & District Healthcare Service (19 beds - 10 acute-care beds)
- 11) Western District Health Services
 - i. Hamilton Base Hospital (74 beds)
 - ii. Coleraine District Health Services (10 acute-care beds)
 - iii. Peshurst District Health Services (7 acute-care beds)
- 12) Geelong Hospital (500 beds)

For further information on HIMSS Analytics visit <http://himssanalytics.org/>

Upgrades and enhancements - but all on TRAK!

The TrakCare clinical system has seen a number of upgrades and enhancements introduced in recent times including:

- Upgrade to T2014 in December 2014, to enable
- Introduction of enhanced clinical patient observations, to meet National Standard 9 for the deteriorating patient
- Introduction of the SWARH Secure Document Portal (SSDP) for automatic electronic communications such as Discharge Summaries and SCTT Referrals.

Trak Community, replacing PJB, is being progressively rolled out to all SWARH members. As part of the overall Trak clinical system, this enables patients/clients throughout the South West to have one record spanning their entire episodes of health care.

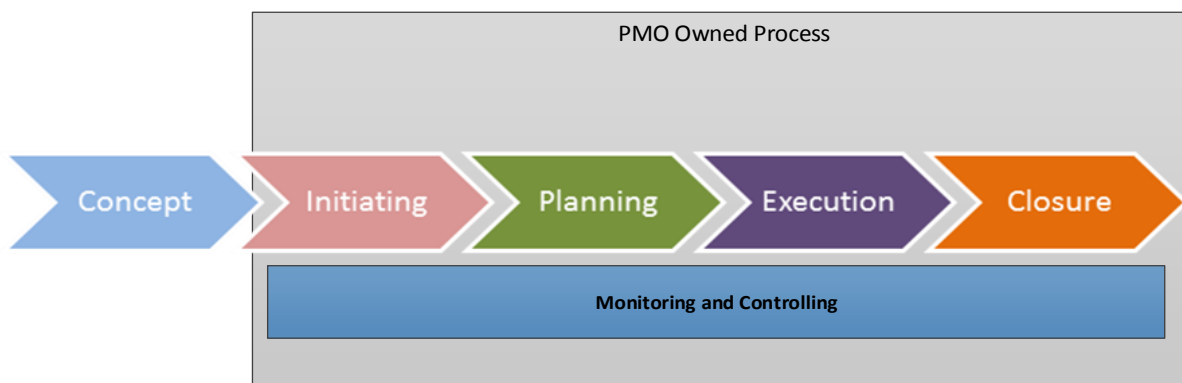
Trak Community has now been implemented at South West Healthcare campuses, Western District Health Service campuses, Moyne Health Service, Portland District Health, Casterton Memorial Hospital and Heywood Rural Health. On 1st May 2015 Timboon and District Healthcare and Terang & Mortlake Health Service will join the hospitals using TRAK's Community functionality.

Portland District Health has been using TRAK's electronic Medication Management since December 2013. This is used to electronically order and administer medications for inpatients. In other news, a broadening of functionality, to include ordering and administering intravenous fluids and admixtures, along with a number of other enhancements, is currently being prepared and scheduled for implementation around August 2015.

Introducing the SWARH Program Management Office!

SWARHS newest division is the PMO under the management of Geelong based Tony Klemm. The PMO team were initially all drawn from existing SWARH staff with Jacob Beard, Jai Lybyk, Melanie Padua, and Nick Latimore all based with Tony in Geelong and Keith Kallie based in Portland.

SWARH's project management lifecycle is based on PRINCE2™ methodology. It sees the PMO Monitoring and Controlling projects from project initiation through to project closure.



The PMO is not only responsible for the management of projects, but also it provides organisational leadership in the area of Project Governance and Management

The PMO currently has a portfolio of 139 projects under direct project management, with approximately 16 new projects added each month.

James Damman joins the PMO Team!

The newest member of the PMO team is Warrnambool based James Damman. James brings a wealth of Project Management experience to SWARH gathered in a variety of roles over the past 25 years in both government and private enterprise.

James has worked on projects ranging from rural development in Africa and the Pacific region to major housing and public transport infrastructure here in Victoria. In fact anyone catching the train from Warrnambool to Melbourne will pass through the new Waurn Ponds and Williams Landing stations, the establishment of both of which were project managed by James!

James has been in the process of relocating from Melbourne over the last year or so and is now living on the western outskirts of Warrnambool in his new environmentally friendly home. He looks forward to assisting the SWARH team in driving member projects to completion in a timely and efficient manner.

