

SWARH NEWSLETTER

EO Update



Welcome to the third edition of the SWARH newsletter and the last for 2015.

The main focus of this newsletter is the accelerated adoption of the Electronic Health Record (EHR) across all TrakCare participants within the region.

All of the public hospitals have been benchmarked and 12 of these will drive towards a target which, when achieved, will bring this region in Victoria to the forefront in international benchmarks for EHR utilisation.

Thanks to SWARH members and their staff for their continued interest and engagement with SWARH to create better business outcomes using technology as the facilitator.

Have a safe and happy Xmas break from all the staff at SWARH.

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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The EHRAP Team

The Electronic Health Record Adoption Project (EHRAP) which will see all agencies across SWARH being lifted to a standard regional level on the clinical HIMSS chart, is now underway with 13 member sites committed to enhancing the roll out of TrakCare in their acute care areas. SWARH's EHRAP Project team are working with each site to ensure that the project runs as smoothly as possible whilst delivering maximum enhancement to TrakCare for each participating member. The sites have appointed internal Change Agents to work with the SWARH team by driving the consultation process and ensuring there is a planned roll out of TrakCare functions at their sites.

The SWARH EHRAP team is made up of Project Manager, James Damman, who was featured in our previous SWARH newsletter and Project Officers Tracey Wilkinson, Martina Whelan and Sue Rondeau, who bring to SWARH over 75 years of experience working in all areas of health.

Martina has experience in nursing leadership roles in both hospital and community, in both the private and public sectors, and over the last few years has managed large DHHS funded projects.



L to R: Tracey, Sue & Martina

Tracey has over 20 years' experience as a Registered Nurse in a variety of clinical settings including roles as an educator and researcher in the tertiary sector and also as a small business manager.

Sue has extensive experience in project management in the health sector and has been responsible for the successful delivery of many different projects; from ICT program rollouts to the development of a Virtual Visiting program that was successful in receiving the 2007 Minister's Awards for Excellence in Aged Care.

Tracey, Sue and Martina will provide site support and facilitate the transition by working with all members to successfully increase their uptake of TrakCare functionality.

SWARH Operations Division Year in Review – Katharina Redford

As 2015 draws to a close, I'll take an opportunity to thank everyone who has been part of the SWARH Operations Division over the past 18 months. With a renewed refinement of the structure, it is useful to reflect on how we arrived at this point.

SWARH is moving towards a stronger service oriented, customer focus supported by a solid base of strategy, collaboration, process and frameworks. Let's recap some of the challenges and successes of 2015 (and I apologise in advance if I've left anything out)

The Technology refresh is complete, serving to reinforce the foundation of our service delivery and provide value adds for our members - an upgraded unified comms platform, Jabber, increased redundancy capability, dual Internet feeds, and improved DR capability with more to come in 2016 including the completion of the move to a single AD, an Exchange uplift and a new storage strategy. All done whilst maintaining services at the foundation to underpin all that comes next. Well done to Nathan Hunt and his team!

Barwon Health underwent a major upgrade to iPM which encountered the usual speed bumps, but overall, was a success. This project was a true reflection of the collaboration across teams within SWARH and demonstrated a renewed commitment to planning, feedback, and communication resulting in a great outcome for our customers. Thanks to Tony Klemm and everyone else involved.

The Information Systems team, led by Sharon Rees, had another busy year. TrakCare is always a major focus within SWARH and 2015 has seen a flurry of activity: a major upgrade to support increased functionality for medication management, community functionality set rolled out to 12 sites, numerous enhancements, reports and integration works.

2015-2017 is an important time for SWARH sites using TrakCare as they move along the adoption spectrum at an accelerated pace supported by SWARH's EHRAP project team and change agents at each health service

Speaking of integration - the latter part of 2015 has seen much investigation and scoping of a regional integration platform. Such a technology will provide the opportunity for further sharing of data from the EHRs across the region and will be the cornerstone for further collaboration at a truly regional level.

2015 has also seen the brokering of a new regional eLearning solution which will be ready for kick off in 2016

The Service Delivery team lead by Linda Ford, has further embedded the ITIL philosophy within SWARH to ensure that we remain focused on achieving our goals in a pattern of continuous improvement. New reports and analysis of data from our Service Desk system (VSM) has proven that we are moving steadily from a break/fix environment to a focus on efficient, responsive and increasingly relevant service provision to support our customers' core business of health. The upcoming development in VSM to automate the change management process is an example of improved efficiency and engagement that can be measured and dynamically re-imagined as needed.

As the ASPREE research project nears the end of its fourth year, Mark Johnstone and his team have been recognised by Monash University as one of the leading teams in the study. As SWARH continues to align more closely with driving improvements in health services delivery, the opportunity to leverage off data collection and analysis for further research studies is increasingly to the fore.

Of special note this year, I believe we have grown as an Organisation. The work undertaken by all staff to develop frameworks, which are owned and aligned within their areas of expertise to drive our practice and enable reflection and review, demonstrates professionalism and will stand us in good stead as we continue to grow.

The end of year conference held recently was in my opinion a demonstrable outcome of increased collaboration, with a renewed focus on professionalism, measurable outcomes and processes.

Thanks to Linda, Sharon, Mark, Nathan and their teams for all the work this year to ensure that the Operations division has stayed true to course.

Thanks also to the MCEO, CSO and PMO teams for your patience, assistance, peer reviews, support and boundary pushing to keep us all on track. Dennis O'Malley, Donna Porritt, Tony Klemm and their teams have much to celebrate when reflecting on 2015. 2016 will hold many opportunities and challenges for these teams as well.

Of course, thanks also to Garry Druitt for his support, guidance, prodding, questioning, and mentoring that has been pivotal to any success.

So, 2016 brings an opportunity for us all to progress along the continuum, providing a focused set of services for our member agencies to support their core business - health delivery. If you could indulge me for a moment, whilst I don my Florence Nightingale hat....we should ask ourselves at every turn - how does what I'm doing or what I haven't done affect those who access health care at a SWARH agency? How can I make sure that ICT really is delivering to ensure we Innovate/Collaborate /Transform with our customers? The answer lies within each of us.

PMO News - New Project Management Tool to be implemented early in 2016



PMO Director: Tony Klemm

Early in the New Year SWARH's PMO team will implement Microsoft's product set for enterprise portfolio project management (ePPM) which will replace our current in-house developed system, SPARCS. The Microsoft product has consistently appeared as a leader in Gartner Group's IT Project & Portfolio Management Magic Quadrant and will greatly assist the PMO and all of SWARH to improve our project management process and delivery.

The implementation of this tool, Microsoft Project Server fully integrated with MS SharePoint, will provide significant benefit to SWARH customers by:

- Enabling faster project delivery
- Allowing earlier identification and notification of project risks and issues
- Enhancing our ability to see which tasks have not been completed and which are due for completion
- Facilitating real time project and program reporting

For SWARH the benefits of implementing the tool are:

- Enhanced resource management
- Automated workflows based on approvals
- More accurate reporting

It is anticipated the project will be complete by April 2016.

Tony Klemm, Director of Programs and Project Management

Escalation Procedure for Service Desk Calls

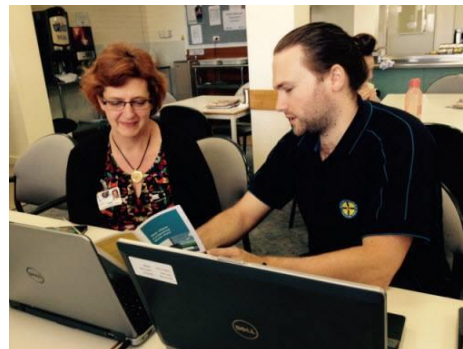
A reminder to all SWARH customers regarding the escalation procedure for service Desk calls.

- If you feel that your call has not been responded to within a suitable timeframe you should escalate to the SWARH member engagement representative that is responsible for your site.
- Please do NOT log another Service Desk call that refers back to the outstanding call
- If unsure who your local site rep is please contact SWARH on 5564 4000 or check with your internal ICT contact or locally based SWARH staff.

Portland ICT Day

SWARH Staffers Casey Merrett and Troy Makevits were on hand for Portland District Health's recent "Information & Communication Technology Day" to assist PDH staff with many and varied queries in relation to ICT at PDH. Topics covered included the benefits of thin client technology, accessing PDH email from smartphones/tablets, and using Social Media, through to queries related to Riskman, SOLLE and the PDH Internet & Intranet sites. Kudos to PDH for a great new initiative for their staff and to Troy & Casey for their attendance & assistance!

Pictured below is Casey Merrett with PDH Health Information Manager, Claire Holt.



SWARH Regionally Based Staff

SWARH staff are located not only at our 2 main sites in Geelong and Warrnambool but also at a number of regional member locations including Hamilton, Colac, Portland, and Apollo Bay. Historically some of these staff were originally employed by their local agency before coming across to SWARH and consequently they hold a vast knowledge bank of information related to their local site. Although these staff have regional roles and as such don't deal exclusively with local issues it is still vitally important for both SWARH and our members that our staff have a strong relationship with local agency staff. Pictured below are a number of our regionally based staff with members of the executive staff at their local site.



CAH Director of Finance & Business Services, Jennifer Labourne, with Colac based SWARH staffer Adam Lamanna.



Apollo Bay based John McBride with Lorne CEO Kate Gillan



PDH CEO Christine Giles with SWARH's Portland based Troy Makevits



Warrnambool based SWARH staffer Mohit Kundra with South West Healthcare's director of Mental Health Services, Caroline Byrne.

Seasons Greetings!

SWARH wish all our members and customers a Merry Xmas and a safe holiday period as we look forward to what promises to be another busy and challenging year in 2016.