

Client Management System (CMS)

Product Planning Group

Date of meeting: 11 May 2010 (inaugural meeting)

Members:

Name	Position	Location
Terry O'Bryan (Chair)	CEO	ISIS Primary Care
Kevin Feeney	General Manager, Business Services	Eastern Access Community Health
Lyn Morgain	CEO	Western Region Community Health Service

Officers in attendance: Malcolm Smart, Application Delivery Manager, Norma Fredrickson, Manager, Governance & Reporting, John Pisani, Senior Contracts Officer, Jackie Doyle, Project Officer

Meeting summary:

- o Members were advised that the group was the latest product planning group (PPG) to be established for the HealthSMART program with established PPGs already in place for PCMS, FMIS, HRMS and CTI. PPGs are responsible for the strategic management of products going forward.
- o Members were informed that the P&CMS Steering Committee will finish up on 30 June 2010 and the PPG will take over the oversight of any outstanding CMS implementation items as well as oversight the management of the Statewide Footprint (SWF). A transition document is to be provided by the Steering Committee to the HealthSMART Council and the PPG. Initially the PPG will focus on bedding down the SWF and then move on to looking at enhancements to further improve the product.
- o The CMS PPG Terms of Reference were tabled. Members were reminded that the PPG's role was focussed on discretionary functional changes with HealthSMART Services responsible for mandatory changes.
- o Members were advised that HealthSMART has a Service Management Committee that can address operational product and infrastructure issues. It was suggested that there was a role for the PPG to educate the sector regarding the avenues for escalating issues.
- o Expansion of the PPG membership was discussed. Due to the high level of commitment required, it was suggested that membership be kept to 6 or 7. As members need to be able to drive business outcomes within their agency to give direction to the product it was further suggested that membership be targeted at the CEO or equivalent level. Members were asked to consider options for expanding the membership, including nominees.
- o An update on CMS activity was provided. Current focus is on upgrading to 6.9 and a pilot has commenced at Knox. The pilot is to run for 2 weeks and then be rolled out to the rest of the sector. Work is also commencing to ensure all sites are on SWF as some changes had been made by agencies to the base product and HealthSMART is now working to bring this back into alignment. Testing on the brokerage release will be completed within 4-6 weeks with work then to be undertaken to identify a pilot site.
- o *The next meeting of the CMS PPG is scheduled for Tuesday 8 June 2010.*