

# HealthSMART Services news

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

April 2009 – Issue twelve

## Production HealthSMART applications

There are currently 31 clients using HealthSMART production applications. Western Health was the most recent agency to go-live with the integrated patient and client management system (PCMS) on April 5. Western Health is one of HealthSMART's largest clients with approximately 5,000 users. 33,500 users are expected to access PCMS by the end of 2009, this is triple the number of users compared to the same time last year.

## Pending agency go-lives

Three community health agencies are scheduled to go live with the client management system (CMS) during the second quarter of 2009.

- Manningham Community Health Service is scheduled to go live in May
- Sunbury Community Health Service is scheduled to go live in June
- Dianella Community Health Service is scheduled to go live in June

The second half of the year will see two CMS agencies, four PCMS agencies and three finance and supply management systems (FMIS) agencies go live, as well as the two lead agencies for Clinical Systems. HealthSMART Services is currently planning the projects and building the environments for these go-lives.

## HealthSMART infrastructure

The Whole of Data Centre Disaster Recovery (DR) project is in full swing with a confirmed date for the exercise. Agencies have been invited to participate in the exercise which will complete HealthSMART's DR exercises for the first half of the year.

HealthSMART Services has developed a Technology Roadmap outlining initiatives for the next two years. The objectives are to reduce total cost ownership and the carbon footprint of HealthSMART Services and improve stability and reliability. 18 initiatives have been proposed including storage strategy, server power management and green data centre policy. HealthSMART is currently evaluating the recommendations put forward.

HealthSMART Services is also investigating new technologies such as SMARTCard and secure remote access which will be applicable to Clinical Systems.

## HealthSMART Services governance

The HealthSMART Services Council last met in March and discussed various strategic issues facing HealthSMART Services. Ms Amanda Murphy joined the Council as one of two community health representatives.

### Portfolio contacts are:

#### Frank Sassone

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#### Sarah Mavriopoulos

Process Coordinator

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## HealthNET

HealthNET continues to provide reliable and robust connectivity. HealthSMART Services is currently planning a new GWIP connection for a community health agency.

## Community

During the last three months, HealthSMART Services staff contributed to community activities including a breakfast for the Bushfire appeal that raised over \$400, blood donations, Run for the Kids and a morning tea to raise money for the Good Friday Appeal. The HealthSMART Community Team will also be supporting the Cancer Council's Australia's Biggest Morning Tea, which is planned for 28 May 2009.

## People

There are approximately 90 people working at HealthSMART Services with various positions being advertised in line with agency implementations.

The following newstarters have joined our team in the last period:

Tony Oosterbeek	Service Delivery Manager
Karen Darling	Project Manager
Matthew Pullen	Technical Application Support
Neil Walker	Service Delivery Manager
Leanne Chen	Service Desk Officer
Christopher Barrington-Brown	Service Desk Officer
Chris Lai	Oracle Application Support Specialist
Kelvin McBride	Assistant General Manager
Peter Meerbach	Finance Officer

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