

HealthSMART Services news

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

September 2008 – Issue ten

Production HealthSMART applications

HealthSMART Services currently supports twenty agencies using HealthSMART production applications, including:

- four agencies using Patient & Client Management System (iSoft iPM)
- eight agencies using Finance & Material Management System (Oracle Financials)
- ten agencies using Client Management System (TrakHealth TrakCare).

Northern Health and Peninsula Health use both Patient & Client Management Systems (PCMS) and Finance & Material Management Systems (FMIS).

Significant upgrades are currently being planned and tested for all three production applications.

Pending agency go-lives

A number of further agencies are scheduled to go-live with production HealthSMART applications prior to December 2008, including:

- two agencies using Client Management System (CMS) (Whitehorse and Eastern Access)
- one agency using PCMS (Mercy Health)
- one agency using FMIS (Gippsland Health Alliance).

Clinicals application

Work continues in preparation for the implementation of the Clinical Systems application (Cerner Millennium). The production infrastructure build is established and disaster recovery capabilities are currently being finalised.

HealthSMART infrastructure

Ongoing enhancements to the HealthSMART infrastructure are in progress, in particular expansions to network capacity in the data centres, and deployment of high availability server configurations. HealthSMART now uses more than 400 servers to support the HealthSMART applications.

Many of these servers are now 'virtualised', which is an approach that allows greater processing workload on individual physical devices, reducing overall floor space and power requirements.

HealthSMART Services continues to test the disaster recovery (DR) capabilities established during application deployment. Most of these DR tests occur without disruption to agency business, but formal audited DR exercises requiring agency involvement are planned for later this year.

A post-implementation review of the storage solution has been completed. This review has confirmed the SAN architecture and strategy implemented is delivering the benefits expected. Fujitsu is implementing the review's recommendations.

Our Citrix software has been updated to Release 4.5 and all current agencies have been successfully transitioned to this version of Citrix. All environments (prod and non-prod) use Release 4.5. We are now in a position to realise the advantages of the improved Citrix system management features available in that release.

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HealthSMART Services Council

The HealthSMART Services Council is now well established and focussed on monitoring HealthSMART service delivery, KPIs and forward plans.

The HealthSMART Service Management Committee reviews HealthSMART Services service delivery status on a bi-monthly basis and is also considering proposed enhancements to the HealthSMART Services Agreement.

HealthNET

Connection of standalone Metropolitan Community Health Services to HealthNET is aligned to the CMS deployment schedule and several new connections such as Knox Community Health Service, Eastern Access Community Health, Nillumbik Community Health Service, Whitehorse Community Health Service and Western Community Health Service were successfully completed.

Testing of HealthNET for availability, security and performance is a continual process. The recent inter Data Centre link fail-over test was successfully completed to verify the continuity of the link availability in case of DR.

People

Currently there are approximately 75 people supporting HealthSMART service delivery, plus many more working with our third party suppliers.

The HealthSMART team continues to grow. HealthSMART welcomes the following new team members:

Charlie Manoria	Applications Support Manager (taking over from David Buchanan)
Marion Pilley	Project Officer – Administration
Ilana Cohney	Technical Writer
Jonathan Nolan	Service Level Analyst
Simon Knight	Implementation Analyst
Sarah Mavriopoulos	Process Coordinator.

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