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A Word from the Editor


The winner of the Naming the Newsletter is ... wait for it ... *David Eades!* Nah not really.


The real winner is *Ev Millard*, a consultant who has worked closely with PHS USA. Congratulations Ev, your entry of *Power Points* was judged as the best amongst some very fine entries. I personally thought that *Handsome Editors Daily* was pretty good, but it did not get enough votes – in fact one, mine. Ev will be receiving his new 4gig iPod Nano in the mail soon.



Again, well done Ev, and thanks to all who sent in entries.

As you will see in this edition, PHS products are really spreading around the world with the UK market now opening up to us.

 Nigel Michell is currently spending an extended period of time in the UK to help our new sites implement Power Performance Management and to present to more sites.

 We are also holding our annual Users Conference this November, in Christchurch, New Zealand. See the article later in this edition for more details.

Hope to see you there! Keep smiling 😊

David Eades

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Sporting Teams and Events

City to Bay Fun Run



The yearly City to Bay Fun Run has come and gone again and there were some great performances this year.

The participants were:

Amanda Oliver	1:03:46	Running
Amie Teakle	1:45:08	Walking
Frank La Fratta	1:07:54	Running
Lauren Walter	1:47:32	Walking
Simon Del Fabbro	0:48:03	Running
Tammy Salmon	1:14:25	Running

Simon was ranked 228th overall in a field of more than 23,000 entrants. *Wow, not a bad effort. Well done Simon.*

ALL YOU NEED TO KNOW ABOUT THE COURSE

- 1 Drink Station between West Tce & Greenhill Rd
- 2 Drink Station at corner of Grosvenor St, Eversard Park
- 3 The Advertiser Gym start at Kurralta Park Shopping Centre
- 4 Drink Station at corner of Cross Rd Camden Park
- 5 Adelaide New Skim start at Morphettville Junction Centre
- 6 Drink Station at corner of Fifth Avenue East Glenelg

START TIMES:
8:00 am 12km runners and elite wheelchair competitors
8:20 am 10km walkers and non-elite wheelchair competitors
8:45 am 6km runners
9:45 am 6km walkers and wheelchair competitors

Corporate Cup



Yet another event that we here at PHS have entered into is the *Corporate Cup*. This event takes place every second week and involves running or walking 7km.

The idea is that it promotes a healthy work environment. So far, none of us have died, so if it does not kill us, it will make us stronger. At least that's what I keep telling myself whilst trudging around the course.

The event is organised by the *Life Be In It* people and it is pretty good fun and well patronised. We run every two weeks after work on a Wednesday and there are 8 weeks of running. Below is a list of the people dedicating themselves to work through the pain barrier. *And quite the barrier it is.*



Life. Be in it.™

Thanks to Amie for organising this torturous event.

Who	What	Time
Amie Teakle	7 km walk/run	54.04
David Eades	7 km walk/run	54.10
Frank La Fratta	7 km run	43.00
Lauren Walter	7 km walk	61.20
Nigel Del Fabbro	4.5 km run	26.00
Richard Morrell	7 km run	36.42
Simon Del Fabbro	7 km run	27.36
Tammy Salmon	7 km run	40.12

Footy Tipping Over for Another Year

The Aussie Rules Footy tipping is over for another year and Frank desperately wanted to retain his title of *Office Tipping Hero*.



However, in one of the hardest years on record to pick winners, he could not keep up.

The winner was me (ed.) Woohoo!

First place prize was an Apple iPod Nano 4gig.

Thank you to Patrick and Paul for supplying the great prize. I will certainly enjoy my tunes. Frank finished second, David Debono from Austin Health in Melbourne (the home of AFL football) was third, with Lauren coming in a very close fourth. In last place AGAIN this year is the tipping 'guru' Tammy. It would be an admirable effort IF she meant to finish bottom!

Thanks to all who participated and to Nigel Del Fabbro for organising it this year. Hopefully we can get even more people involved for next year competition. All clients are welcome to join, so next year we will let everyone know when it is about to start up again.

The Final Table positions

1	David 'Ezy' Eades	121
2	Frank 'Flaf' La Fratta	117
3	David Debono	115
4	Lauren Walter	114
5	Michael 'Dexter' Howe	112
6	Sue 'Canozzie' Nelson	111
7	Richard 'Lex Luthor' Morrall	111

Power Points

spreading the news to all points of the globe



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8	Brianna Lavender	111
9	Karen 'Kazzadel' Del Fabbro	110
10	Amie Teakle	109
11	Emma Martin	108
12	Bill May	102
13	Nigel 'Big Nig' Del Fabbro	102
14	Steve 'Demon' Hirth	98
15	James 'Jimmy' Manna	97
16	Chris 'Maddog' Maddock	91
17	Adrian Frankham	90
18	Jessica Venables	90
19	Amanda Oliver	87
29	Tammy 'Guru' Salmon	84

Tammy Salmon

Tammy is a Java Developer working primarily on PPM.

She is single-handedly keeping Red Bull in business by consuming several cans a day.

Knowing this will help all to understand her Work Ambition.



- Fav Food: Sushi.
- Fav Movie: Mr and Mrs Smith.
- Fav Band/Singer: Don't have a favorite.
- Fav Holiday Destination: Halls Gap in the Grampians.
- Fav Football Team: Dave said I have to say "Port Adelaide".
- Greatest Sporting Moment: When I tried to catch the netball but it hit me on the head and I got concussion.
- Interests: Running, hiking, cycling, gardening, camping, the beach, Playstation 2.
- Work Ambition: To be the fastest coder in the world! Muah ahh ahh ahhhh! (hear evil laugh)

Employee Profiles



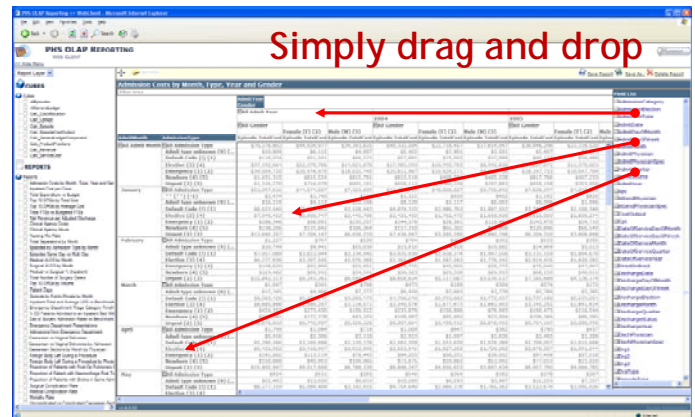
Elaine Varacalli

Welcome to PHS, Elaine. Elaine is probably the first person you'll talk to when you call the office. Here are a few things you can taunt her with when you do call – *Lief Garret ... now that's funny. (Her Fav Food was all we needed to know at her interview to get her the job here. Now she just has to deliver! ed.)*

- Fav Food: Haighs Chocolates (except the mint ones).
- Fav Movie: Star Wars, The Castle, Austin Powers, Memoirs of a Geisha and Miss Potter.
- Fav Band/Singer: Decade by decade breakdown would probably be Lief Garret, Abba, Duran Duran, Lionel Richie and now Robbie Williams. My hubby and I have anything from Vivaldi to ACDC in our record/CD collection.
- Fav Holiday Destination: Our block on the Murray River near Morgan (ahhhhh the serenity).
- Fav Football Team: Not really into sport, except I love watching Bathurst. *(Therefore by default she is a Port Adelaide supporter. ed.)*
- Greatest Sporting Moment: Adding to my Kart-Mania trophy collection.
- Interests: I've just become a Body Shop at Home Consultant. Running my own little business and doing parties has taught me a lot and it's heaps of fun.
I also love taking digital photos, especially of the scenery and the wildlife at the river.
- Work Ambition: My first ambition was to get a great job working for a great company after leaving my previous employer of 7 years, and I've achieved that!
Next is to get a handle on what I'm doing as quickly as possible and to grow from there.

Product Focus

OLAP Reporting



OLAP Reporting was the original PHS reporting tool, and in recent years, has undergone lots of work to bring it up to speed with our current offerings.

It focuses on allowing quick and easy analysis of data to quickly answer ad hoc questions.

The top 3 most popular features are:

- ♦ **Fast report construction**
You can quickly construct reports using a huge variety of Dimensions and Measures. You just *drag-and-drop* to quickly create aggregations and drill-downs.
- ♦ **Easy filtering**
Any Dimension used to view data (ie. Hospital, Date of Admission, etc) can also be used to filter data. Quickly restrict the data in your report to just the information needed to answer your question.
- ♦ **Saved Reports**
Once you have configured a report exactly how you wanted it you can save a named copy of it. This allows quick and easy retrieval of the configuration in the future, as well as enabling links from other reporting products, such as Digital Dashboard.

Power Points

spreading the news to all points of the globe



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2007 PPM User Conference, Nov 12-13th

Well folks, it's that time of the year again, and we are off to Christchurch, New Zealand.

2007 PPM User Conference ... we're going to Christchurch!

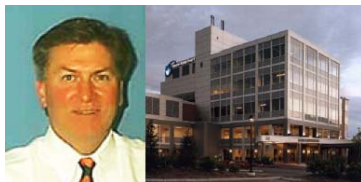


Themed **Business intelligence for improving performance**, we expect to spend 2 relaxing days at a lakeside resort, exploring hospital business intelligence.



This is an excellent **opportunity to network** with Australian and New Zealand hospitals, and hear **real life examples** of what they are doing, in the **relaxing resort environment**.

We have an excellent program lined up, with keynote speaker Wayne Bennett from Central Maine Healthcare USA. Wayne has



successfully **aligned his organisation goals into daily reporting**, in the process transforming Central Maine Healthcare into a **strategy-focused organisation**.

Customers will also be presenting **case studies** showing how decision support and reporting has benefited them.

The conference has been structured to be **informative to newcomers**, with introductory sessions. At the same time, **interesting advanced topics** have also been scheduled for our seasoned users.

Comments about last year's conference

Ms Josephine Beer, The Royal Women's Hospital
Thanks very much for organizing the conference – it wasn't just great it was FANTASTIC! The conference was great. The venue was lovely, wonderful food, entertaining conference dinner and good conference facilities. It was really helpful to get away from our busy work environments to talk with other sites and hear about their successes and the things they are happy with and proud of achieving – lots of great ideas and contacts to inspire us all.

Mr Alan Kerle, Northern Sydney Central Coast Area Health Service
The opportunity to network and see what other sites are doing was excellent. I take away a number of ideas and hope to be better positioned in the longer term as a direct result of the conference. The general theme of the conference was excellent.

Places are filling fast, so hurry up and register before 24th October!

[click here to register online](#)

[click here for conference details](#)

Profile on Wayne Bennett



Fav Food:	Brick Oven Pizza
Fav Movie:	The Godfather (Parts I, II, and III)
Fav Band/Type of music:	Neko Case/alt country
Fav Holiday Destination:	The coast of Maine
Fav Sport/Team:	Baseball/Boston Red Sox (and of course Port Adelaide Football Club if Wayne followed Aussie Rules! ed.)
Fav Leisure Activity:	Sailing
Interests:	Bread Baking
Work Ambition:	Become a Strategy Focused Organization
Family:	Wife <i>Kate</i> , son <i>Samuel</i> (13), and Samuel's Black Lab <i>Pia</i> .

Whittington turns to us for patient costing



 The Whittington Hospital
NHS Trust

We are very proud to announce that The Whittington Hospital NHS Trust has purchased PowerPerformance Management, together with the PowerBusiness Reporting suite of ad hoc management and digital dashboard reporting tools.

With implementations in Australia, New Zealand, USA and now, the UK, PowerHealth Solutions is rapidly gaining international recognition for our web-based and open systems technology, linking all existing hospital systems to correlate financial, clinical and operational data – all absolutely essential for making informed decisions.

Of course, our very own Nigel Michell is even now hard at work implementing the system for Whittington Hospital.


PowerHealth Solutions
Driving healthcare efficiency

in partnership with

his
HEALTH INFORMATION SYSTEMS LTD

Our UK business partner is software supplier Health Information (UK) Systems Ltd (HISL), which supplies local knowledge and industry expertise.

With over 25 acute clinics and a similar number of primary Care Trusts using their Vector multi-disease, chronic-disease-management/long-term-care electronic patient record system, HISL is ideally placed to support the PowerPerformance Management and PowerBusiness Reporting product range in the UK.

Mr Steve Courtney, HISL CEO said, "We are every excited to be bringing PowerHealth Solutions systems to the UK health industry. Using these specialised costing and reporting systems, NHS Trusts can expect a positive return on investment, and revolutionise healthcare business decision-making."

Assisting Middle East healthcare reform

Many of you may know that Patrick was busy in the Middle East from December last year to mid this year, assisting healthcare transformation in the region as governments consider healthcare reform.



Healthcare systems in the Middle East are facing major challenges as public health services are strained by factors such as dramatic population increases, new diseases associated with changing lifestyles and social developments.

In view of the rising costs of health services and to relieve the federal budget, the United Arab Emirates ministry of health have been looking into alternative methods of healthcare financing, including the introduction of private healthcare insurance.

As an international leader of healthcare costing software and services, PowerHealth Solutions was engaged to perform the costing study required to assist the ministry in setting health insurance pricing.

The project was very successful – exceeding the client's expectations as well as being on time and on budget.

The United Arab Emirates project manager was extremely impressed with the professionalism and efficiency with which the costing study was completed, to achieve a remarkably thorough result – "I am very amazed about this assignment which covers all the information and data within 4 months. It's impressive work you've done."

Did you know?



A *cubic metre* of air weighs approximately 1 kilogram at sea level. OK. Now I know that I am seriously exhaling next time I'm on the scales!

A *jiffy* is an actual unit of time for 1/100th of a second. That's the last time I am saying, "Yeah boss, it will be fixed in a jiffy". He will hold me to it!!

Google receives more than 200 million search queries a day, more than half of which come from outside the United States. Peak traffic hours to google.com are between 6 am and noon PacificStandardTime, when more than 2,000 search queries are answered a second. No wonder "*Just Google it*" and "*Google is your friend*" has become part of our everyday language.

Approaching Balanced Scorecards for Improved Performance



Part I: Foundation for Success

What could be better than having access to great data using a POWERful solution? Having the most commonly used data elements in a single *Superview*!

In North America, PowerHealth Solutions (PHS) has created a *Superview* of data by pre-linking the most commonly used tables so that key information from the PPM database is easier to access.

The results and feedback from our North American customers have been amazing. Easier access supports more effective overall reporting.

Kristin Tufvesson, Director of Financial Planning at Cottage Health (Santa Barbara CA) was feeling frustrated and confused by the various tables in the system. This was because, with her previous decision

support system, she was accustomed to having all the data elements about a patient's stay in a single location.

To solve her need and give her access to the data she most readily uses, PHS North America built a single table with patient information. All the information that Cottage Health and other PHS customers would need was included in one location and in one simple view for ease of access.

Items included in the *Superview* were – Demographic information, Visit information (DRG, LOS, etc), Diagnosis, Physician, Payment, and Cost.

Kristin said with a big smile, "*With the PPM Superviews, I got exactly what I needed!*"

The project also provided PHS with the foundation to create the same powerful view within other client hospitals. Now *Superview* is part of a standard PPM installation & consulting engagement. Hospital users do not need to keep track of where the data is stored because they access the information alphabetically.

According to Theokli Hotzoglou, Director-Information Department from Lutheran Medical Center (Brooklyn NY), "*Most of our users have never used any other table because the PPM Superview satisfies all of their reporting needs*".

Both Cottage Health and LMC team members use either Crystal or Microsoft Access to conduct their ad-hoc reporting and analysis.

Providing a robust data-rich source that's easily accessible is vital to the success of any Scorecard/Dashboard strategy.

Kristy Gillmann



Coming next issue – *What categories of information should hospitals track for improved performance?*

Contact Kristy Gillmann (US) or Chris Maddock (Australia) for more information on the *Superview of data* and how you can get one in your hospital today!

Joke of the Quarter

Murphy's Work Laws



• A pat on the back is only a few centimetres from a kick in the pants.



- The last person that quit or was fired will be the one held responsible for everything that goes wrong – until the next person quits or is fired.
- Don't be irreplaceable, if you can't be replaced, you can't be promoted.
- You can go anywhere you want if you look serious and carry a clipboard.
- Never ask two questions in a business letter. The reply will discuss the one you are least interested in, and say nothing about the other.
- There will always be beer cans rolling on the floor of your car when the boss asks for a ride home from the office.
- Everything can be filed under "miscellaneous."
- Never delay the ending of a meeting or the beginning of a cocktail hour.
- Important letters that contain no errors will develop errors in the mail.
- The last person that quit or was fired will be the one held responsible for everything that goes wrong – until the next person quits or is fired.
- There is never enough time to do it right the first time, but there is always enough time to do it over.
- If you are good, you will be assigned all the work. If you are really good, you will get out of it.
- You are always doing something marginal when the boss drops by your desk.
- If it wasn't for the last minute, nothing would get done.
- When you don't know what to do, walk fast and look worried.
- You will always get the greatest recognition for the job you least like.
- No one gets sick on Wednesdays.
- The longer the title, the less important the job.
- All vacations and holidays create problems, except for one's own.
- Success is just a matter of luck, just ask any failure.