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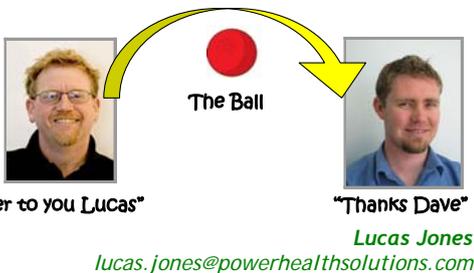
A Word from the Editor

The baton has been passed. After 2 years at the helm, David Eades has stepped down as *Power Points* Editor. Despite the numerous literary awards for his editorials and comedic accolades for *Joke of the Quarter* he'd received, David felt it was time to step away from the limelight, and concentrate on his autobiography "The Rise and Rise of David Eades".

Hello, I am your new Editor, Lucas Jones. As well as being new to the role of editor, I am also new to PowerHealth Solutions; you'll find me working with Bill May and Ben Michael, in the Infrastructure Department.

But I'm not the only newbie at PHS – we welcome Finance graduate Nathan Liascos to the Consulting Team, and programmers Brett Taylor, Dimitrios Stefanos and Martin Matejic to the PPM team.

With PPM 8 being released recently, the Coding Team being expanded, PBRC development at full sail, a big new office to move into, and new projects just around the corner, it's an exciting time to be with PowerHealth Solutions!



New PHS head office



From 1st January 2009, PowerHealth Solutions will be in our new offices in Gouger Street, right beside Adelaide's China Town and Central Market, deep in the heart of the Central Business District. Conveniently for our customers and visitors, we'll be surrounded by restaurants and cafes, hotels and historic buildings. The office is easily accessible by public transport (tram, bus, train) and is 700 metres closer to the airport (15 minute ride by taxi).

HIMSS AsiaPac08

PowerHealth Solutions attended the HIMSS AsiaPac08 Conference and Exhibition in Hong Kong, back in 20-23 May 2008. PowerHealth is currently in South East Asia implementing their new-generation hospital billing solution PowerBilling & Revenue



Collection at a South East Asian Health Authority, replacing the in-house developed billing system.

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Light the Night 2008



Evie Karagiannis and her family joined thousands of people at Elder Park, Adelaide on 17th September 2008, carrying lighted coloured balloons to create a sea of glowing lights to – remember, celebrate and give hope to patients and families living with blood cancers, such as leukaemia, lymphoma and myeloma.

The balloon lights were colour-coded – gold to remember a loved one lost, white to celebrate being a blood cancer survivor, and blue to give hope and show support.

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Queensland PPM Conference



The 2008 annual PowerHealth Solutions 2-day conference at a beachside resort in Queensland's Sunshine Coast was the best ever yet, with overwhelmingly positive feedback from everyone attending.

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Casemix 2008 Adelaide

Gold Sponsor for the 2008 Casemix Conference in Adelaide



PowerHealth Solutions is proud to be the Gold Sponsor for the 2008 Casemix Conference in Adelaide, which kicked off on Sunday 16 November at the Adelaide convention Centre.

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Christmas Toy Run



Inspired by Evie, a regular visitor and donator of toys to the WCH Oncology Department, PHS staff will be doing a Christmas Toy Run this year.

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PowerHealth New Babies

Phil's baby – 22nd January 2008



A rather late announcement for Phil and Rosetta's baby girl, Giselle Rose Moore, who was born on January 22nd.

Some of you will have met Rosetta and Giselle in Queensland as they accompanied Phil to the PPM User Conference.

As it was their first baby, Phil documented the timeline in some detail, included below.

Jan 21st

7am Rosetta feels pains so Phil goes to work...first babies don't arrive on their due date.
12:15pm Phil gets the guilts and phones home. No answer. Phones mobile, and Rosetta has gone out with her mother.
5pm Costing (National) done for another year so Phil goes home and discovers pains are now more regular.
9pm ish Rosetta phones hospital to let them know we might need a bed later.

11pm Rosetta phones hospital again (now 10 mins apart)

Jan 22nd

12:15am Phil falls asleep whilst timing contractions.
1am Phil is informed falling asleep is not part of the team plan.
1:15am Phil is "asked" to ring hospital. Nurse understands this means we are coming in.
2am Arrive at Burnside Hospital (get dream park out the front) and Rosetta gets wired up for monitoring.
3.30am Turn on TV. One channel has an infomercial, another has a Christian show, and another has a Christian infomercial. Turn off TV.
4am Fill out menus. At last getting something back for my private health insurance.
7:45am Change of nurse shift. Sharon is to be the midwife, and she suggests Rosetta breaths. Phil decides to enrol in midwifery as he can do that.
8am Breakfast arrives. Phil eats, Rosetta does not.
8:20-8:30am Obstetrician arrives and "helps" things along. Phil cannot eat last piece of toast with strawberry jam.
8:35am Hunt for anaesthetist begins as pethidine wearing off, and gas not cutting it.
8:50am Phil told to find an anaesthetist immediately.
9:05am Sharon says they got the last name on the list...Phil's confidence soars
9:15am Cavalry arrives, and starts jabbing Rosetta's back. Asks Rosetta if she has a bony back as he can't find a gap. Phil worries about his wife's future mobility. Much breathing is done for the next 3 hours.
12:15pm Phil invited down to see the head, but continues to offer moral support from the other end. Un enrolls from midwifery course.
12:17pm Doctor shows up again to earn his \$5k. Phil declines another invitation.
12:27pm 3kg (6 pounds 10 ounces), 48cm long (DRG O60C for those in the biz) bundle of joy arrives.

Patrick's 3rd baby joy – 18th April 2008

Patrick and Michelle hit the jackpot with 3 of a kind, when Beautiful Baby Estella was born on 18th April, weighing in at 8lb 2oz and measuring 51cm.

Big sisters Chloe and Lily got their wish for another sister although it did not all go their way as they wanted to call the baby Giselle.

Daddy was also very happy that all the pink stuff would be reused one last time.



Robert's 2nd baby boy – 20th April 2008

Robert and Kveta Koudelka welcomed the arrival of their second baby, Gabriel, on Sunday 20th April, who weighed in at 3.6 kg. Mother and baby are doing very well.

Gabriel's big brother, 2-year old Daniel, took a month to notice his new baby brother. Now he loves him and shows great brotherly responsibility at the approach of any strangers.

Robert's voice will be well-known to many of our users as he works in Support Department, and helps solve problems logged in PowerAssist.



Amie's baby – 21st September 2008

PowerHealth Solutions is missing Amie in so many ways – Reporting Developer, netball captain, Ride-to-Work-Day and other fitness programmes organiser.

Amie is currently on Maternity Leave, and as of Sunday 21st September, Amie and Andrew has been joined by Jake Lachlan Teakle. They are all doing well and trying to adjust to the sleepless nights.

Well done Amie and Andrew!



National Ride to Work Day

Bike commuters all over Australia celebrated National Ride to Work Day on Wednesday 15th October 2008. Registrations were over 20% up on last year with 36,862. Over 115 community breakfasts were held all around the country and many more in workplaces.

Unfortunately as Amie had already left on Maternity Leave, she was not there to organise everyone to ride their bikes to work. The usual people rode their bikes in (Robert, Andrew, Oliver), but it just wasn't the same without Amie. Hope we do better next year!

Cycling is mainly an aerobic activity, which means that your heart, blood vessels and lungs all get a workout. You will breathe deeper, perspire and experience increased body temperature, thereby improving your overall fitness level.

Cycling will also:

- ◆ Develop your fitness without joint stress
- ◆ Increase aerobic fitness
- ◆ Improve muscle tone and strength
- ◆ Help prevent disease (heart disease, diabetes)
- ◆ Manage weight
- ◆ Heighten energy levels
- ◆ Manage pain
- ◆ Assist in reducing stress, anxiety and depression, partly through the physical activity itself, but also due to the pleasure and satisfaction of riding a bike.



Netball Team Update

The *Half PSD* team is still going strong, despite losing Amie. Brett Michael and Oliver are now co-captaining the team. Other players include Lauren, Leesa, Tammy, Brett Taylor and Nathan.



The team had it tough in the first few games, but managed to make it to the Grand Final. *Half PSD* came out 5 goals ahead at the end to win a very physical match.

The new season just started last week, and Amie made a surprise comeback to play in the first round.

HIMSS AsiaPac08

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医疗管理咨询服务

>>> 使医疗机构臻于高效



PowerHealth Solutions

>>> Driving hospital efficiency

The project is part of a large-scale Enterprise Resource Planning project in partnership with Oracle, which includes Human Resources, Payroll and Financial Systems, as well as Patient and Sundry Debtor billing.

The key winning features for PowerBilling & Revenue Collection include:

- ◆ The ability to support an environment which is subject to continuous change
- ◆ Its application architecture, modern technology and scalability
- ◆ Its demonstrated ability to integrate with, existing operational systems, Oracle ERP, and to provide electronic communication to external systems.

软件服务致力于医疗机构效率革新

PowerHealth Solutions 提供全面的软件解决方案，帮助医疗机构提高效率、降低成本。我们的服务包括：ERP、CRM、HRM、BPM 等。我们拥有专业的实施团队，能够为客户提供定制化的解决方案。我们承诺为客户提供高质量的服务，确保项目按时交付并达到预期目标。

目前主要进行项目

东南亚医院票据处理

澳大利亚新南威尔士州医疗预算

PowerHealth Solutions 正在为多个地区的医疗机构提供软件服务。我们的团队正在努力解决客户在票据处理和预算编制方面遇到的问题。我们提供的解决方案能够帮助客户简化流程、提高准确性，并节省大量时间和资源。

"Topics were of relevance and documentation well set out – enough to refer back at home."

This year saw the continuation of the training sessions introduced last year, with split sessions to cater for both novice and advanced users. Henry Wan from Peter MacCallum Cancer Centre thought this was the best part of the conference, adding that this made it "very very affordable", training everyone at the same time at their appropriate level.



This conference was attended by many more PowerHealth Solutions staff members than previously. Users really appreciated the opportunity to meet staff in person, putting faces to some voices previously only heard over the phone. Visitors from Western Australia who were new to PowerHealth Solutions said, "It was a very helpful and friendly group. Staff were always there to add value and address any questions. The conference was very well-organised. Congratulations."

Delegates thoroughly enjoyed themselves at the Conference Dinner held at Underwater World, with limbo dancing and a congo line being performed to the beat of a live Caribbean Calypso band, against a vibrant backdrop of tropical coral and sea life. Almost everyone voted the experience as **outstanding**. Oliver Tatlow-Lord from PowerHealth Solutions said, "The atmosphere at the Conference Dinner was fantastic."

Due to a lower than expected attendance, it was decided that this conference would be the last one held for a while. All delegates were unanimously disappointed about this, with some suggesting that future conferences be spaced further apart or to piggy-back onto the bi-annual Casemix Conference.

Casemix 2008 Conference

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With this year's theme of The Casemix Evolution: extending the boundaries, the conference run by the Department of Health and Ageing has a substantial programme and an impressive list of speakers.

The conference aims to view casemix in a holistic manner, across acute, sub-acute and non-acute sectors, including its place in broader health reforms, international approaches, workforce issues, and the sustainability of our current approach to casemix.

The Conference brings together hospital and health service managers, clinicians, service providers, private health insurers, state and territory health department and hospital representatives and academics to discuss current and future casemix issues on a national and international level.



Portable DVD Player



Digital Photo Frame



2GB iPod Shuffle

PowerHealth Solutions ran a lottery with 3 attractive prizes – a portable DVD player, a 7" digital photo frame, and a 2GB iPod shuffle. Entry was open to all conference delegates, and the winners were drawn at Monday night's Conference Dinner.

The prize winners were: DVD player – Linda Morotti, Digital Photo Frame – May Leung, iPod – Stephen Cole.

PPM 2008 Conference

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What the delegates liked best about the conference was – the networking opportunity, the conference dinner, seeing other users' applications, friendly PHS staff, customer-focused content, good printed material, enhancements voting, problem solving, information on new developments, and training.

Alyson Buckley from St Vincent's Hospital Sydney said, "I love these conferences. I come away feeling refreshed and ready to tackle new things in the system, based on advice provided to me."



Delegates described their experience as, "Fun, stimulating, worthwhile, relevant, great." Warren Holmes from Canterbury District Health Board said, "It was an extremely rewarding experience."



Melita Howes from St Vincent's Hospital Sydney said, "This is a good value, informative participative fun meeting." Alyson Buckley also said, "It's a great networking time which is important in our jobs."

This conference had a very full programme, with a mix of case studies, information presentations, and training sessions. Theokli Hotzoglou from Lutheran Medical Centre, said, "The presentations were not just advertisements for the new products and services – it was really educational."



Ms Chris Dridan from Bendigo Health Care Group said that the programme was very interesting,



Christmas Toy Run

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We are collecting new and pre-loved toys in good condition, between now and the 19th December, hopefully to bring a bit more joy to the sick kids.

Donations from customers, family & friends are very welcome.

Just bring them into our Angas Street office, where we have the collection bins.

So many of our children are extremely lucky to have so many toys bursting out of cupboards, with many outgrown and/or not played with much. If your children have surplus toys, you can pick out a selection for the hospital. Alternatively, you can also buy an extra toy when you do your Christmas shopping.

Some suggestions and guidelines on donations:

- ◆ CDs, DVDs – ages 0-17
- ◆ Arts and crafts
- ◆ Board games
- ◆ Books
- ◆ Nintendo DS, PSP or any handheld electronic games
- ◆ Hard plastic toys only, no soft toys
- ◆ Nothing that might pose choking hazards
- ◆ **Don't gift wrap** – decorate with a bow instead or use an environmental bag.

Christmas Party for Special Children



For the past 13 years, thousands of South Australian children with special needs, whether they were victims of abuse, had a life-threatening illness, suffered a disability or were disadvantaged through circumstance, had the opportunity to attend the Christmas Party for Special Children. It was their special day to enjoy with other children who are in situations similar to themselves.

Last December more than 2000 children had the most exciting day exploring the Adelaide Zoo, enjoying great entertainment, face painting, seeing Father Christmas and of course they were absolutely delighted with their presents.

This year, PowerHealth Solutions staff are gearing up in their casual clothes on Fridays between now and Christmas, as their donations will go towards sponsoring a child to attend the Christmas Party for Special Children, to be held again at the Adelaide Zoo, on Sunday 17th December 2008.



Light the Night 2008

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Evie's son Nicholas carried a white balloon, as he has survived a tough time since he was diagnosed with Leukaemia back in Feb 2007.

Evie said, "He was 2½ years old, just a baby, yet he helped us through the worst year of our lives. His love for life, his smile and his amazing strength to get through such intense chemotherapy treatment was truly inspiring.

"During treatment we watched many DVDs, including his favourite – Star Wars! He is now a fully trained Jedi and ready to walk and carry a survivor balloon!!"

The next day, Evie said, "It was a very emotional time for me to see so many people gathered around to support such a great cause & of course supporting all the families that have been touched in some way with blood cancers."

Evie raised just under \$3,000 for the Leukaemia Foundation event, with PowerHealth Solutions staff donating the proceeds from our last quarter's *Casual Friday* collection.



Altogether the event raised over \$360,000, and some of these funds are already being put to good use by the Leukaemia Foundation – improving the quality of life for patients and their families here and now, and giving hope for a brighter future by funding the work of Australia's best researchers.

Red Shield Appeal

On 1st June 2008, PowerHealth Solutions staff participated in the Red Shield Appeal, doorknocking in the Adelaide suburb of Black Forrest for donations.

We collected \$790.65, and the company matched every dollar collected, doubling the total donation to \$1,581.30.



Employee Profiles



Nathan Liascos

The consulting team has been given another shot of youth with Nathan Liascos joining the team. Nathan has a background in banking and international finance, and is fresh out of university. He visits Repat and FMC during the week, training up on costing and PPM.

Fav Food:	Anything unless it has been on the ground for longer than 7 seconds
Fav Movie:	Fifth Element, distasteful comedies
Fav Band:	Muse, Dream Theater, Radiohead, Trivium, Symphony X
Fav Holiday Destination:	Anywhere in Asia
Fav Football Team:	Port Adelaide Power
Greatest Sporting Moment:	Beating the Vics in state footy
Interests:	Guitar, Ultimate Frisbee, Pubbing
Work Ambition:	World domination



Dimitrios Stefos

Yet another addition to the PPM Development Team is Dimitrios Stefos.

Fav Food:	Greek Mousaka
Fav Movie:	The Matrix
Fav Band/Singer:	Moby
Fav Holiday Destination:	Greek islands
Fav Football Team:	Barcelona FC
Greatest Sporting Moment:	When Greece won the 2004 European Football Tournament in Portugal
Interests:	Basketball, soccer, volleyball
Work Ambition:	Enjoyable interesting work in a friendly environment.

Brett Taylor



As one of the new additions to the PPM Development Team, Brett Taylor brings a rich and varied work history.

Fav Food:	Hard to discriminate but if forced to make a choice - Rack of Lamb
Fav Movie:	Back to the Future, Big Trouble in Little China
Fav Band/Singer:	Radiohead, Midnight Juggernauts, Muse, Johnny Cash
Fav Holiday Destination:	Anywhere with great powder (I'm talking about snowboarding)
Fav Football Team:	Sturt / Adelaide
Greatest Sporting Moment:	Rodney Dangerfield's 'Triple Lindy' in the movie 'Back to School'
Interests:	Snow Boarding, Water Sports, Fishing, Tennis
Work Ambition:	To be able to work from home on my big yacht from any port in the world.

Joke of the Quarter

A strong young man at the construction site was bragging that he could outdo anyone in a feat of strength. He made a special case of making fun of Morris, one of the older workmen.



After several minutes, Morris had enough.

"Why don't you put your money where your mouth is?" he said. "I will bet a week's wages that I can haul something in a wheelbarrow over to that building that you won't be able to wheel back."

"You're on, old man," the braggart replied. "It's a bet! Let's see what you've got."

Morris reached out and grabbed the wheelbarrow by the handles, then, nodding to the young man, he said, "All right. Get in."

Technology can aid hospitals suffering from a difficult economy



The economy is taking its toll on hospitals too, but technology could be the answer.

With the unsteady economy, healthcare facilities that depend on alternative funding and philanthropic contributions to help finance operations are at risk. So are those that have increasing debts due to the rise in uninsured patients.

"Hospitals are feeling the pain of the current economic downturn," said Sam J. Alberts, Esq., a partner at White & Case, LLP, in Washington, D.C., who specializes in bankruptcy and financial restructuring.

He described just how serious the problem is at many hospitals that face bankruptcy or insolvency. "The list of challenges is long and complex, and with no regulatory relief in sight, bankruptcy will become a reality for some of them."

Several factors such as an aging population, increased medical costs and more availability of medical care, are putting increased pressures on hospitals, as well.

"There is increased demand for exceptional services that weren't available a few years ago, but are now more expensive," he said.

"Hospitals are fundamentally different than other business. First of all, you are dealing with life-and-death issues, and historically hospitals existed to care for patients; costs were secondary."

Things changed when the Balanced Budget Act Amendment of 1997 passed, which led hospitals to look closer at their management and operate much more like a business. This put even greater pressure on hospitals to focus on the bottom line.

Yes, there is pressure on these organizations, but Alberts believes there are short term actions that can be taken to improve the financial stability of healthcare organizations.

One step, according to Alberts, is for healthcare organizations to review their stock and investment portfolios and examine their corporate structure to determine whether they can outlast a prolonged financial downturn.

"Sometimes a turnaround specialist can make the recommendations and implement them, creating political cover for the hospital leadership," Alberts said.

Another important piece of the financial puzzle revolves around technology.

"I think technology is important to adding efficiencies, and to the extent that a facility can improve how it codes patient care and sends out bills, the better off it will be financially," said Alberts. Not only does it take longer for the hospital to get its money, "but the ability to collect goes down," he said.

It's important that the hospital truly understands its patient mix, how things are changing and where opportunities exist.

"There is a real benefit to technology."

Source: Robert N. Mitchell, managing editor of *ADVANCE for Health Information Executives* <http://health-care-it.advancweb.com/Article/Threats-of-Hospital-Bankruptcies-on-the-Horizon.aspx>.

Successful performance made possible with successful measurement

Healthcare organizations are realizing the power of measurement.

While performance management is a critical component of any successful organization's future sustainability and growth, it is becoming an even more critical piece of healthcare operations. Literally, in the healthcare arena, understanding business strengths and weaknesses can be a matter of life and death.

With valiant efforts to create changes that increase performance and processes, healthcare organizations often fall short because they have inadequate measurement tools in place. This, combined with the inexperience needed to determine measurement metrics, makes it difficult for healthcare organizations to feel confident in their change initiatives or performance improvement efforts.

"To be effective, healthcare management innately recognizes that each improvement initiative must have at least one performance metric by which to gauge success or failure," said Paul Evans of PowerHealth Solutions. "And, each measurement must have an established target, timeframe, baseline, and threshold for acceptable variance."



"These metrics must be measured and reviewed on a regular timetable," added Kristy Gillmann, VP Business Development. "Then, actions need to be taken to correct for negative variance."



Understandably, with healthcare organizations' main focus on patient care and lifesaving, they require a more systematic way to collect and calculate key performance indicators (KPIs). From there, management can operate much more efficiently with a simple and straightforward aggregation and dashboard display of data that aligns with the strategic goals and objectives.

Another challenge for hospitals and healthcare organizations is that the myriad data is being collected from disparate transaction systems - data that cannot be compared or tracked consistently. Hours and hours of time and effort are then spent trying to analyse and compare the data - often as a reaction to an urgent problem or issue. Instead of having the information readily available, the challenging systems are frustrating for staff and management, which in turn, create a reluctance to proactively prepare reporting to help foresee problems and proactively address them.

All is not lost, however. There are solutions available to help healthcare organizations collect and process data to help drive efficiency. From departmental reporting to service line analysis, costing to revenue management, and from utilization to comparative quality programs, PowerHealth Solutions' programs integrate with current network solutions to uncover your organization's true potential. Call us today to find out more.

Source: Rewritten in part from "The Importance of Being Measured," by Kristy Gillmann, Vice President, PowerHealth Solutions and Gail Robbins, Administrative Director, Financial Planning Services, Jordan Hospital

AFL Explained!



For the benefit of our customers, and indeed fellow PHS employees who are not versed in *Australian Rules Football*, I'll attempt to explain a few things to you about our great game.

The AFL celebrated 150 years of football this year, making the sport one of the oldest organised leagues in the world.

While it was not always known as the AFL, going under names such as the VFL (Victorian Football League), there are at least half a dozen team who have been around almost since the beginning.

Fast forward to today, and we've got some great rivalries that have developed.

A common theme you'll have noticed in our *Employee Profiles* would be that a lot of us are either *Adelaide Crows* or *Port Adelaide Power* fans, but never both - this is known as *cross-dressing*.

The *Crows* and the *Power*, in terms of AFL form are pretty much on par. At the bi-yearly Showdown, it is always a hard game to pick a winner - the record tally of wins to date is 12 to 13, with the Power winning the last game by 2 goals.

In fact, the workplace is in fact one of the few places you'll find people of opposing colours getting along. Everywhere else, it's war!

POWERful Music



It's a little known fact that there are a few budding musicians at PHS. In past issues, in the employee profiles section, a number of people have listed musical instruments as one of their interests.

A couple of jam sessions in the lunchroom have occurred and the idea of *PHS - The Band* has been thrown around a bit, but with such an eclectic bunch here at the office, what kind of set list would be created?

Ben in Integration would throw in some phat beats with *Still Searching* by Chief Kamachi, and the Aussie hip hop of Terra Firma's *The Night The Heavens Cried*.

Oliver in Testing would rock out with Soundgarden's *Burden In My Hand*, The Living End's *All Torn Down* and Silversun Pickups' *Lazy Eye*, while Nathan got a bit heavier with Metallica's *Dyer's Eve* and then a little sillier by suggesting Bloodhound Gang's *Fire Water Burn*.

Meanwhile, Andrew in PBRC Development takes us back to the early 80s with Hall & Oates' *Maneater*, and then even further back in time with Bill Withers' *Use Me*.

Did you know?

- ◆ The highest mountain on Earth, Mt Everest grows about 4 mm a year since two tectonic plates which collided millions of years ago to form the Himalayas, continue to press against each other.



- ◆ Earth's highest waterfall is at Angel Falls in Venezuela which drops 979 meters (3,212 feet).
- ◆ The hottest place on Earth is Azizia in Libya - 57.8°C or 136°F. The coldest place on Earth is Vostok, Antarctica - -89 °C or -129°F.
- ◆ The Pacific Ocean is the biggest ocean, covering 33% of the Earth's surface.
- ◆ The Amazon recently became longest river by a bit more than 100 meters. It is 6,800 km (4,225 miles) long, and the next longest river, the Nile, is 6,695 km (4,160 miles) long.