

## A Word from the Editor

The new year and new issue of *Power Points* sees PHS growing and changing yet again.

We wished Marilyn Monickam in PBRC Development all the best with the latest addition to her family. We said goodbye to the Angas St office, and of course, goodbye to 2008.

However, we said hello to some new faces — *Frank Biedermann* with his raft of experience in databases, as well as *Lorraine Maguire* and *Rachel Walsh* who bring a wealth of knowledge of billing procedures.

And we said hello to the our new Gouger St office. With the new open-plan seating arrangement and broad windows, the spirit at PHS has been emboldened.

And we welcome with open arms the year 2009 and all the new challenges it will bring us.



Lucas Jones

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## We are settled in!



PowerHealth Solutions head office staff have settled into the new office in Adelaide, on the first floor of the Cane Corner, in the China Town district.



We will be holding an office warming party in May, and welcome all local customers and friends to join in the celebrations.



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## NSW Costing Implementation Completed



PowerHealth Solutions has successfully completed the implementation of its costing software state-wide across all the New South Wales 8 area health services.

This was a major project as New South Wales is Australia's most populous state and has over 220 public hospitals providing health care services to their population of just under 7 million.

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## Clipsal500



The Clipsal500 is Australia's best major event, having been awarded the Qantas Australian Tourism Award for the fourth time in 2009.

Adelaide was filled with over 16,000 visitors from interstate and overseas in Adelaide for the event, and restaurants and hotels across the city were booked out.

Nigel del Fabbro spent a day at the Clipsal500 and had tremendous fun — but he can tell you more in his own words ...

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## Is your billing system letting you down?

Hospital billing is a notoriously complicated business that has been neglected in many healthcare organisations.



In the current economic climate, modernising the hospital billing system might be a good idea.

Read on for more information ...

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## Amanda's Wedding Bliss



On 21<sup>st</sup> February 2009, PHS consultant Amanda Oliver married fiancé Adrian and became Mrs. Amanda Frankham in a romantic sun-drenched beach wedding ceremony.

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## Speedy Gonzales - Running Tips



In this issue, Simon tackles what you should consider before starting your training — warm-up exercises, a suitable training schedule, nifty gadgets, and some research.



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## Staff Christmas Party



After a year of working hard, the staff at PHS always appreciate the opportunity to relax — and we like to relax hard.

The 2008 Christmas lunch was held at the Esca restaurant on the Glenelg marina, whose ocean views, quality cuisine, and abundant beverages were enjoyed by all.

Thanks to leaked CCTV footage, some of the afternoon's events can be determined.

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## Marilyn's baby girl — 4<sup>th</sup> February 2009

PBRC developer, Marilyn Monickam and Jesu Victor welcomed their new beautiful baby girl, *Praiselyn Zanna Victor* at 11:52pm on Wednesday 4<sup>th</sup> February 2009.

Praiselyn weighed in at 3.23kg and both mum and baby are doing very well. For a while, Marilyn was working harder than the PBRC team, as Praiselyn had been keeping her up all night.

However, things have settled down now and all are doing much better. *A bit of sleep does wonders.*





## We are settled in!

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The 680 square metre premises are bright, airy and spacious, with large windows along 3 of the 4 sides. Staff are very appreciative of the view and the plentiful natural light. Tammy, who sits by a west-facing window, has even got a fish tank!



The new office is close to the airport, very convenient for transport, and within walking distance of many city hotels and apartments.



Best of all, we are right in the middle of Adelaide's international restaurant strip with Chinese, Japanese, Korean, Thai, Vietnamese, Indian, Malaysian, French, Argentinean, Italian, Greek and Australian cuisine.

## Charities

### 2008 Christmas Toy Run

Evie and Then organised the toy collection in the photo, and carted them all off to the Women's and Children's Hospital Adelaide.

We took them straight up to the Oncology Ward, where they were joyously received by staff.

After the hospital had cleaned and processed the toys, the cancer kids got some Christmas cheer from PowerHealth Solutions staff, family and friends.

A big Thank You to all staff, customers, family and friends who contributed towards this worthwhile project.



### Casual Fridays

PowerHealth Solutions staff collected \$205.40 from the Casual Friday donations, which went to the Multiple Sclerosis Society.

Multiple sclerosis (abbreviated MS) is an autoimmune condition in which the immune system attacks the central nervous system, leading to demyelination.

Disease onset usually occurs in young adults, and it is more common in females. It has a prevalence that ranges between 2 and 150 per 100,000.

MS affects the ability of nerve cells in the brain and spinal cord to communicate with each other. Nerve cells communicate by sending electrical signals called action potentials down long fibers called



axons, which are wrapped in an insulating substance called myelin. In MS, the body's own immune system attacks and damages the myelin. When myelin is lost, the axons can no longer effectively conduct signals.

The name multiple sclerosis refers to scars (scleroses - better known as plaques or lesions) in the white matter of the brain and spinal cord, which is mainly composed of myelin.

Although much is known about the mechanisms involved in the disease process, the cause remains unknown. Theories include genetics or infections. Different environmental risk factors have also been found. There is no known cure for MS. Treatments attempt to return function after an attack, prevent new attacks, and prevent disability.

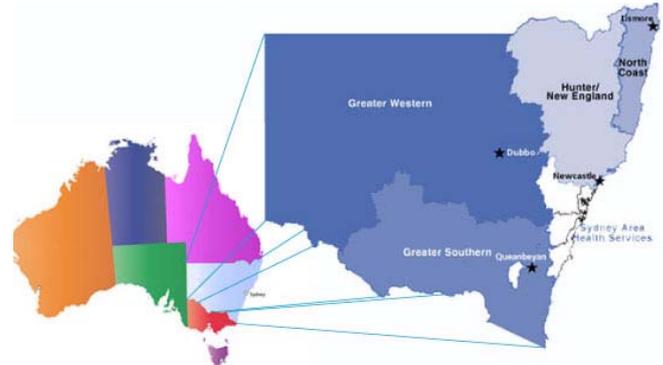


### Red Shield Appeal

This May, PowerHealth Solutions will be doorknocking again for the Salvation Army Red Shield Appeal. Every dollar collected by staff will be matched by the company.

### NSW Costing Implementation Completed

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The NSW Health Department has implemented the PowerPerformance Management system to consolidate hospital financial, clinical and operational information, and deliver the evidence base required for hospital executives to decide how to spend available funds wisely.

NSW Health project manager Vineet Makhija said, "It was a risk to implement a new system in such short timelines, but the product delivered given the tight deadlines."

Evie Karagiannis from PowerHealth Solutions said, "The implementation has been a success. As our system is flexible and scales well, we were able to centralise the processing at the area health service level, which now frees up the hospital costing analysts to focus on the analysis, therefore adding value to the organisation, rather than spending all their time simply building databases."



During this time, the NSW Health Department also took the opportunity to standardise their costing methodology across all area health services. This has provided them with more robust and comparative costing information, as well as a faster and more efficient data collation process.

### Netball



Still riding high on previous victories, the PHS netball team has been working hard to crack open the competition once again and claim some more sweet sweet glory.

After coming second and first in consecutive seasons, Half PSD almost made it to the finals again and once that happens, nobody can predict the outcome.



But it was not to be. A few close losses (and a few that were not so close) made our dream of back-to-back premierships just slip out of reach.

Half-PSD is now attacking the new season with a vengeance. Unfortunately, so are the other teams. After Natalie receiving a concussion\*, Tammy a broken leg\*, Brett having his eyes gouged\* and Karen leaving after deciding to Choose Life\*, the team is still consistently putting in great efforts against strong competition. We're looking forward to hopefully reclaiming the title in a few months.



Oliver Tatlow-Lord

\* Some exaggeration granted

## Is your billing system letting you down?

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### Centralise and economise

Many health institutions are still invoicing from multiple different departments and then processing the receipts through each of these separate systems. Reconciliation to the General Ledger is a nightmare.

One solution is to centralise the processing effort to increase efficiency and save on the maintenance of these multiple systems.

### Recover lost revenue

In the multiplicity of systems, how much revenue is slipping between the cracks in these systems, as some services are routinely missing from the bill?

Having a centralised system makes it a lot easier to identify the cracks and recover revenue from lost billing.



### Automate claims and reduce rejections

Many hospitals are still manually processing Medicare claims, with staff snowed under dealing with Medicare rejections. Health institutions around Australia could be potentially losing 20% of their income due to slow and inaccurate manual processes.

Imagine a system that is integrated with Medicare Eclipsys and which handles claims automatically.



### Track manual tasks

No matter how automated and streamlined your billing processes are, there will always be the need for manual interventions.

Authorising transactions, following up on outstanding debts, or filling in missing billing data – all these functions need someone's attention.

Imagine a system that keeps track of all outstanding manual tasks, gives you a report in the morning telling you what you should have done yesterday, and has the ability to reschedule tasks if a staff member is away.

### PowerBilling & Revenue Collection

PowerHealth Solutions is releasing a new billing system that will move your billing processing out of the dark ages, bringing it up-to-date technologically.

Having access to the right information using the right technology is vital to weathering the current global financial crisis.

Healthcare institutions in particular need to increase organisational efficiency, identify new and profitable opportunities and take action to stop revenue loss.

To discuss your issues with a billing consultant, ring Debbie on (08) 8410 6404 or e-mail [debbie.thomas@powerhealthsolutions.com](mailto:debbie.thomas@powerhealthsolutions.com) to organise a time.

## Amanda's Wedding Bliss

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Amanda looked relaxed, gorgeous and exquisitely happy in her Grecian-styled wedding dress, making for a very radiant bride.

Waiting patiently on the beach for Amanda was husband-to-be Adrian, barefoot, relaxed, and looking very happy that the day had finally arrived.

The ceremony was intimate and personal, reflecting the strong love the happy couple have for each other.

Friends and relatives were elated for the obviously in-love married couple. Among the guests on the beach were colleagues Debbie, Emma and Evie who couldn't help shedding a tear or two of joy for their friend.

## Clipsal500

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Car racing is not normally my thing, but I really enjoyed my day. The day began with an aerial display from the Roulettes.



I think everyone held their breath as they performed their tricks in such tight formations over the race track!

Then it was time to visit Murray Walker's Prestige car tent. On display were the very cars made famous by Top Gear – Aston Martins, Zonda, Porsche and Ferrari. I instantly fell in love with one of the Aston Martins. Even if it meant selling my house to buy one.



I was then awoken from my dream by the awesome sound of the RAAF F/A 18 Hornet flying over. I ran from the tent like a kid and joined all of the other kids outside.

Despite being quite old these days, the F/A 18 is still an amazing fighter plane and it really was exhilarating watching it disappear into the clouds at enormous speed.

After a spot of lunch it was time to find a spot and watch the race. After 78 laps and numerous crashes it was all over. Probably the highlight for me was a visit to the pit lanes where I saw a team frantically trying to repair a car.

Tired, I finished the day like everyone else. A visit to a pub for a well earned cold beer.

Nigel del Fabbro



## Spotlight on Testing

All PowerHealth Solutions software products undergo rigorous testing to ensure that our quality-accredited software is clean of defects and fit for their intended use.

Meet Lauren Walter and Oliver Tatlow-Lord from the Testing Unit. Their aim is to improve the quality of PHS software by methodically ironing out every wrinkle and defect they can find.

Their work consists of continually adding, maintaining, and executing tests on the software, to identify issues which can then be fixed by the developers.

They do this by first testing each new section of product functionality for problems, and then testing the program as a whole to ensure the new changes have not adversely affected the existing functionality.

Lauren, who heads up the Testing Unit, says, "Oliver and I love detail, and we are committed to being picky to make sure that all the kinks are well ironed out before new functionality is released."



Lauren Walter

## Speedy Gonzales - Running Tips

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In the last column I wrote, I discussed what shoe you need to buy. So that you are now ready to start training, my discussion will be limited to a novice runner who is interested in running for fitness or for training for a fun run like the *City to Bay*.

### Warming Up

Before I do a run of any length, I do a warm-up which includes some stretching.

I typically do a short jog followed by some static<sup>1</sup> and dynamic<sup>2</sup> stretches. Generally, you should do dynamic stretches before a run and static as part of your cool down.

**Static Stretches:** I do some static stretches because I have tight ham strings, lower back and hip and I feel that stretching these improves mobility and my running action feels a lot smoother.

**Dynamic Stretches:** Key dynamic stretches are leg swings, lunges and knee raises. Essentially the dynamic stretches should work the muscles that you are going to be using and correspond to the main motion.

So if you were football player warming up, you would do far more stretches and engage a wider range of muscles and the dynamic stretches you correspond to typical on field action like dodging and weaving.

However, having talked about stretching quite a bit, there has been some research<sup>3,4</sup> that found that the stretching may have little benefits and in some cases be detrimental to performance.

For runners, I think some type of warm-up is necessary and stretching is important to improve range of motion – if you have tight ham strings, for example, then surely your running stride will be affected.



## Training Schedule

Next is a training schedule. When starting out, always be modest.

Start with some short runs at low intensity to get your body (especially your legs) used to running.

I suggest to start with running off-road (eg around an oval) to minimise risk of injury. Do a lap or two and then have a short walking break of 30 secs to a minute and repeat this for about 20 minutes. Do something like this for a couple weeks before moving onto a training program<sup>5</sup>.

I should emphasise that your training program should be well defined, stick to it, and do not overtrain.



## Gadgets



Purchasing a stop-watch with heart-rate monitor is also recommended. Apart from recording time and possibly distance (expensive ones only), you get a good indication of whether you are improving and also whether you are overtraining<sup>6</sup>.

## Research

There is a vast amount of literature on training regimes for different levels of runners, types of events and desired outcomes from taking up running.

I suggest you do some private research before undertaking any training and if in doubt, speak to a professional such as a sports physio or join a amateur running club.

## References

- 1 <http://www.brianmac.co.uk/stretch.htm>
- 2 <http://www.brianmac.co.uk/dynamic.htm>
- 3 <http://www.ncbi.nlm.nih.gov/pubmed/15233597>
- 4 [http://en.wikipedia.org/wiki/Stretching#Research\\_and\\_controversy](http://en.wikipedia.org/wiki/Stretching#Research_and_controversy)
- 5 <http://www.brianmac.co.uk/longdist/tphmartime.htm>
- 6 <http://www.rice.edu/~jenky/sports/overtraining.html>



Simon del Fabbro

## April Fool's Day



Every year, April Fool's Day produces some great pranks.

The origins of April Fool's Day are not clear however, but it's thought to be something to do with people who planted their crops in early April rather than May in the days when the Gregorian Calendar was being introduced.

"Oh, you've suddenly invented a month and put it in the middle of the year? Aren't I just an April Fool?"

In modern times, when the calendar is now stable and it's only the clocks that turn back and forth an hour every so often, we celebrate it by pranking.

Sometimes they're at the expense of colleagues or friends (or enemies?), but there are also those times when a company or media

outlet creates a prank. Not only do we get a laugh, but the exposure and advertising they get is immeasurable.

Some of the great pranks over the years include:

- In 1998, Burger King advertised the *Left Handed Whopper*. The burger was designed so that the sauce and mayonnaise dripped out of the right side instead of the left. Some customers were asking for the *Left Handed Whopper*, while others wanted the "old" right-handed burger instead.
- In the 1950s, a Danish TV station reported that the Tower of Pisa, famous for its lean, had toppled over. The station was flooded with calls of concern soon after.
- In the late 90s, a UK radio show managed to call South African president Nelson Mandela for a chat, pretending to be British Prime Minister Tony Blair. The call ended when the impersonator asked Mr Mandela what he was doing for April Fool's Day.

April Fool's Day is a great way for people to remember not to take life so seriously, and a bit of a reminder that you shouldn't believe everything you read.

Lucas Jones

## Employee Profiles



### Martin

Martin has been a developer with PHS since 2008.

He loves travelling, mostly within Australia, and plans to visit Hong Kong at the end of the year.

Martin and his partner enjoy entertaining at home, gardening together, and occasionally going out to plays and concerts.

**Fav Food:**

Edible

**Fav Movie:**

My Best Friend's Wedding

**Fav Band/Singer:**

Which week is this?

**Fav Holiday Destination:**

Townsville, Queensland

**Fav Football Team:**

I do not follow football.

**Greatest Sporting Moment:**

Getting up each morning.

**Interests:**

Music, Gardening, Finance.

**Work Ambition:**

Retire age 45.



### Frank

Frank joined the Reporting team early this year. He loves working with his hands a lot, and is a DIY house renovation enthusiast. He recently completed doing the bathroom, and is looking forward to doing the rest to the house. Frank also enjoys cooking, eating and drinking (of course) for and with friends. He loves listening to music and has rather eclectic tastes.

**Fav Food:**

I don't think you can go past a Vietnamese banquet with cold rolls, quail, and rice hot pot.

**Fav Movie:**

Enemy at the Gates, any Hammer House of Horror (or other B-grade horror) flick.

**Fav Band/Singer:**

Suede (the English band, not the US band of the same name), Eagles of Death Metal, Kings of Leon, Velvet Revolver, Teräsbetoni.

**Fav Holiday Destination:**

I really enjoy my annual pilgrimage to Waikerie on the river for a bit of waterskiing, knee-boarding, and camping with friends.

**Fav Football Team:**

I don't follow the footy much, but when I do it's Sturt or Carlton.

**Greatest Sporting Moment:**

Hmmm, I'd have to think about that one for a while. I guess you can tell from that how much sport I watch ...

**Interests:**

General handyman types of things - house renovations, woodwork, etc, cricket, and golf.

**Work Ambition:**

To eventually not have to, of course!

## Christmas Party

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Departing stalwarts like Marilyn were given speeches. The Angas Street offices and its nightly revue were given a last send-off.

Patrick had obtained some of his loyal staff members' darkest secrets, and proceeded to reveal them one by one, giving out USB-powered prizes to people who could guess whose past was being exposed. USB didn't necessarily mean PC though.



The festivities continued into the nearby Pier Hotel, where many kicked on to make a night of it. I seem to remember a bunch of people from Glasgow and a bizarre pimping experiment.

Also, somebody may have kissed someone, somebody may have slapped someone else, and it's highly possible that someone danced until they fell over.

A great time was had all round, and it was with a refreshed and invigorated work ethic that we all returned to the job in 2009, already looking forward to this year's Christmas lunch.



Oliver Tatlow-Lord