

## A Word from the new Editor



Greetings to all PHS staff and customers, from your new editor, Pam Brady! If you don't recognise me, it may be because I am a relatively new starter since February 2010. We thank our outgoing Editor, Lucas Jones, for his work over the last 2 years.

This year, PHS has gone through a fairly big growth spurt, and the office is bursting at the seams with new recruits.

We welcome James Andrews, Adam Willett, Shaun Reid, and Jessica Wang into the PBRC-AE team, George Mitev into the PBRC-IE team, Simon Harding and Akber Ali into the Reporting team, Suhasini Arumugam into the Testing team and myself (Pam Brady) into the Technical Writing team.

I look forward to introducing these new faces to you in future newsletters.

So much has happened since the last newsletter — the COAG healthcare funding agreement, our first female Australian Prime Minister, the federal election, autumn, winter, the arrival of spring, the latest batch of PHS babies (Frank's, Phil's, Simon's), ...

We have all been hard at work developing and implementing PHS products both in Australia as well as overseas. PPM has undergone a full rewrite, metamorphosing into a version 10. That is our excuse for only now catching up on last year's Christmas dinner!

We are planning the next PHS conference, after taking a break in 2009. 2010 happened so fast we are trying to schedule a conference this financial year. We'll keep you posted as the plan unfolds.

I look forward to bringing you interesting PowerHealth news, both of the serious as well as the silly and fun variety!

*Pam Brady*

## Conferences



In May, Patrick Power and Richard Morrall attended the Australian Health & Hospital Summit in Brisbane, as PowerHealth was the Platinum sponsor. [Click here for the full story...](#)



In August, Paul Venables and David Musson attended the Health Informatics Conference in Melbourne. [Click here for the full story...](#)



In September, Nigel Michell and Patrick Power attended the Patient Classification Systems International conference in Munich, Germany. [Click here for the full story...](#)

## Australian Casemix and Patient Level Funding



We bring you the PowerHealth Solutions paper presented at the PCSI Munich conference. Patrick Power looks at the Australian approach to Casemix since the 1990s and in the next four years as Australia embarks on health reform. [Click here for the full story...](#)

## PPM Version 10 — ready for health reform

PPM10 will be launched shortly, and represents a new approach to the power performance process. You'll love the Overview and Task Monitor! [Click here for the full story...](#)

## Staged Approach to Enterprise Billing

PBRC attracted a lot of attention at the HIC2010, as many hospitals consider moving to enterprise billing. We post the answers to the frequently asked questions as to how a hospital with multiple departmental billing systems could implement enterprise billing. [Click here for the full story...](#)

## 2009 Christmas Lunch



Oliver writes a droll report on last year's Christmas Lunch. I found myself giggling softly under my breath as I read it. Your turn to enjoy his crazy humour! [Click here for the full story...](#)

## 2010 Dolphin Cruise



Oliver consented to write another report on our social outing this March, when we went on a Dolphin Cruise. This may be his last contribution to the newsletter for the next while as he is spending more time in Asia as our operations ramp up. [Click here for the full story...](#)

## Giving Back to the Community



[Click here for the full story...](#)

## AFL Tipping Competition 2010



The Footy Tipping results are in — who came 1st, 2nd and 3rd, and the people at the bottom. A big thank you to Frank for organising this competition for staff and customers. [Click here for the full story...](#)

## Australian Health & Hospital Summit, May 2010



PowerHealth Solutions was proud to be the Platinum Sponsor for the Australian Health & Hospital Summit held in Brisbane this year.

The theme was **National Health & Hospital Reform**, as Activity Based Funding is currently in the spotlight, with the federal government plan to increase federal funding to 60% based on a standard activity price.

PowerHealth Solutions has been working with hospitals and state health departments for over 15 years in the development and implementation of activity budgets, and has much to contribute to the funding reform.



## PCSI Munich 2010, Sep 15-18



PowerHealth Solutions was a major sponsor of the PCSI Conference in Munich this year.

With **CaseMix: What do we get for our money?** as the central conference theme, company director Patrick Power presented a paper on Australia's approach to Casemix.

This is a hot topic of interest, as Australia embarks on major health reform, watched avidly by nations around the world.



Casemix is emerging as the international standard for hospital funding, with 70% adoption by OECD countries because it:

- is more effective for measuring and comparing costs
- encourages efficiency
- distributes financial resources based on benchmarks
- allows cost comparison at the patient level.

The lucky winner of the PowerHealth Solutions' raffled iPad was Denise Olsen, from SVS Sweden.



## HIC 2010, Melbourne Aug 24-26



PowerHealth Solutions was proud to once again participate in the 2010 Health Informatics Conference, in Melbourne.

With the theme of **Informing the Business of Healthcare**, this year's program was populated by notable international and national leaders, sharing their knowledge and experience on how e-health and health informatics is critical to the challenges facing healthcare.

PowerHealth Solutions was there to showcase our hospital IT systems – costing, reporting, and Eclipse-compatible billing – and received a lot of interest from both local and overseas delegates.

### Costing



Director Paul Venables said, "With healthcare reform in the spotlight for Australia, activity based funding and patient billing is currently of great interest to all hospitals.

"Our patient costing product dove-tails the new requirements, and will facilitate hospitals' and health departments' smooth transition into the new era.

### Billing

"In addition, healthcare in Australia and overseas is long overdue for an enterprise billing system. In the current financial climate and with the available technology, hospitals cannot afford the inefficiencies of maintaining multiple departmental billing systems. Our billing solution can save as much as 60% of operating costs, in addition to stopping revenue leakage through unbilled services."

### Prize winners

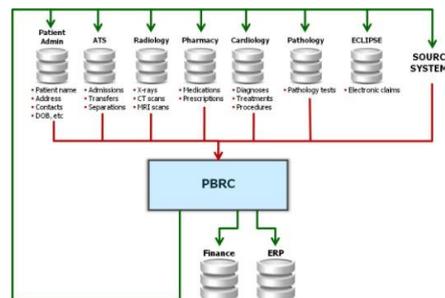
PowerHealth raffled 2 prizes at the conference:

- Shane Dawson from GP Links Wide Bay won the Sony digital camera.
- Stewart Sandon from the Peter MacCallum Cancer Centre won the iPod Touch.



If you missed a live demonstration of our products at the conference, contact us on [enquiries@powerhealthsolutions.com](mailto:enquiries@powerhealthsolutions.com) or ring Debbie on (08) 8410 6404.

## Staged Approach to Enterprise Billing



Enterprise billing is the logical and sensible approach to hospital billing, saving up to 60% of operating costs by consolidating the billing into one central system.

At the recent HIC conference, we heard concerns from hospitals with multiple departmental billing

systems, as to how they could move towards enterprise billing with minimal disruption.

### Divide and conquer

If you have multiple billing systems, we recommend a staged approach – of replacing one system at a time. PBRC would be implemented at your hospital, and as the first departmental system is switched off, PBRC would take over billing for that departmental system.

### Departmental requirements

As each department switches over to PBRC, their department-specific requirements are addressed using business rules and workflow scripts. PBRC's inbuilt flexibility handles all intricacies.

As each department moves to the PBRC system, the enterprise system extends to handle more invoicing, until all department invoices are standardised across the entire organisation.

### Scalability

PBRC performs equally well at the departmental size, organisation size or for multi-entity organisations, due to its server architecture, which can be configured to handle different workloads.



More instances of software servers can be started to handle increased workload, and these can be deployed over hardware servers in different ways. As more departments come online, the increased workload is managed by adding more hardware and running more server agents.





## 2009 Christmas Lunch



2009 marked another big year of expansion for PowerHealth Solutions. Rollout within Australia and interest from new markets such as Ireland has kept everyone on their toes.



As well as the continued support and development of our existing products, PBRC-AE and PPM 10 represented two completely new projects for the company in 2009.



As the year drew to a close, PHS was employing far more people than ever before.

Perhaps in a bid to stimulate the economy, it was decided to hold the yearly Christmas Party at the resplendent Regattas Bistro, furnishing the Adelaide Convention Centre and overlooking the Torrens.



With the office closing for the holidays on the Friday before, most arrived at the reception lounge already refreshed and in the spirit of the season.

Dress was light while sophisticated. Butlers passed around hors d'oeuvres amid the merry talk of Shakespeare and politics.

There was a brief return to business once we were all seated in the banquet hall.



Paul Venables delivered the stockholders' address, and the Hong Kong team collectively provided a wrap-up of the "situation overseas". Once the full stop had been put on the year, the caviar pate arrived and all thoughts of work left the room.

The afternoon passed in great fashion, and everyone enjoyed themselves.

Great bouts of charades had people rolling on the floor. High spirited Christmas carols were offset by sombre recitations of Keats and the PHS Pledge.



A disagreement over Wittgenstein's main contention was forgotten after Simon's monocle fell out during his explanation.



Many of us continued the party into the evening, patronising the numerous theatres and bridge clubs about the area, as the regular Monday night traffic left many establishments unready for so large or boisterous a group.

All walked with a spring in their step. 2009 was again a success, and 2010 - a new challenge.



By Oliver Tatlow-Lord



## Giving Back to the Community

### Casual Fridays

With increasing staff members, our staff collections are also increasing. We raised a total of **\$430.55** for the March quarter (\$100 Lions Club, and \$330.55 World Vision directly for Haiti earthquake relief).



We collected **\$426.65** for the June quarter (\$100 to Rotary Club and \$326.65 to the Sam Roberts Family Fund).

### Red Shield Appeal

This year PHS teamed up with Patient Safety International to collect from our designated suburb of Black Forest.

The company matched every dollar collected by staff, which brought the grand total to **\$967.10**. What a fantastic effort. Well done, everyone.



### Blood Donations

Shane continues to organise us to donate blood regularly. And we give generously. You can see Brett Michael cheerfully rolling up his sleeves as he prepares to give the precious stuff.

PHS encourages staff by covering each employee up to 1 hour for the time taken for each visit.





## March 2010 Dolphin Cruise



Port Adelaide is famous for many things, from the all-conquering football teams of its past to the ever-capitulating football teams of its present. Also, dolphins!



Sensing a gambling opportunity, earlier this year PowerHealth Solutions booked a boat and challenged local rivals Patient Safety International to a dolphin spotting competition along the Port River.



The evening started off well with hundreds of dolphins on display, thanks to the looping video playing on the onboard television. The river itself offered noticeably fewer dolphins, but the weather was fine and most people were content to relax and enjoy the cruise.



As time went on, the dinner and drinks were finished and the music became gradually louder. Desperation crept in on the faces of those on dolphin lookout duty. The stunning scenery of the Port River was no longer enough.



Everyone moved out on to the deck, and while chatting to workmates against a cool sunset provided a good enough alibi, the minds of many were on the dolphin tally as their gaze scanned the waters whenever possible. The honour of the company was at stake!



In the end, Adrian Frankham scored a half-point for PHS with one unconfirmed, possibly imaginary fin sighting. No-one else was around, but he totally saw it. The grand dolphin total thus stands at PHS: 0.5, PSI: 0.



Once again PowerHealth Solutions has demonstrated our ability to crush the competition, and the dolphins of the Port have demonstrated their elite camouflage skills.

By Oliver Tatlow-Lord



## AFL Tipping Competition 2010

This AFL footy season, we ran a tipping competition open to all employees and clients of PHS.



### Bottom

The competition was keen with only a handful of points separating most tipsters ... except for 'MadJim' and PHS consultant Oliver who had their own competition for last place — finishing a distant 48 points behind the eventual winner. *Sorry guys, no prize for last place this year!*

### Winner

Finishing in 1st place with a score of 119 was Henry Wan from PMAC. Henry wins a \$200 gift voucher. Well done Henry, who as a Victorian, had the distinct advantage of not having his tips influenced by barracking for either of the non-performing SA teams!

### Runner Up

Henry was closely followed by PHS consultant David Musson with a score of 117. David wins a \$75 gift voucher. David says he could have won but "backed off to let a client take the glory".

### 3rd

Finishing on an equal score of 115, but edging out 'Ploppy' for 3rd place on the margin by 1, was PHS developer Nick Canatselis. Nick wins a \$25 gift voucher.

Congratulations to the winners and thanks for all those who took part. See you again in 2011!



By Frank La Fratta