

A Word from the Editor



We are well into 2011 with the first part of this year being our busiest yet.

Our recent office reshuffle has made room for our newest employees as we continue to grow. A big welcome to Jason Wong (Integration), Chris Aston & Estee West (PPM consultants), and Blake Kloeden & Annabel Kueh (PBRC AE developers).

In May we had our biggest and most successful user conference ever – and these are just going to get better each year as our community continues to grow. The site visit to The Children's Hospital at Westmead was a chance to meet the new billing users, who were quite enthusiastic about the new system after having recently gone live.

With so many new implementations, we have all been extremely busy, that we just squeezed in a company drinks night before the User Conference. Yours truly was unable to attend due to having broken my ankle 4 weeks earlier. I am now back in the office, hobbling around nimbly on my crutches.



Pam Brady

2011 User Conference Report

2011 PowerHealth User Conference Driving Hospital Efficiency



Costing and Billing users came together for a jam-packed 2 days of informative sessions and hands-on training at our annual User Conference in Ettalong Beach in NSW's central coast in mid May.

[Full story on Page 2 ...](#)

Conference Site Visit



On Day 3 of the PHS User Conference, some delegates visited The Children's Hospital at Westmead. [Full story on Page 2 ...](#)

Conference Photos

Quick! Come and see if you are in these photos! Or if someone you know is in them ☺. Photos include daytime conference and conference dinner. [See Page 3 ...](#)

Lucky Draw



The Lucky Draw Competition results are out and winners announced. Hurry over to [Page 3](#) to check out who will be going to the movies!



Fundraising

- April 2011 Christchurch and Japan earthquake appeals.
- May 2011 Mary Potter walk by Tammy Salmon to raise money for the Mary Potter Foundation.
- May 2011 Our annual collection for the Salvation Army Red Shield Appeal.

[Full stories on Page 3 ...](#)



Rocking Conference Dinner



Our very own PBRC Development Team Leader, Andrew O'Callaghan led The Deer Johns band in wowing our conference delegates at the Conference Dinner. The place was rocking with lots of people on the dance floor ... the atmosphere was incredible!

[Full story on Page 4 ...](#)

Yue's Big Wedding In China



Our very own Yue became a star on her wedding day, as she got into so many glamorous outfits for her wedding photo shoot in Shanghai.

These are just the tip of the iceberg – you just have to see the entire awesome wedding album! It really is something special!

[Full story on Page 4 ...](#)

Employee Profiles

Get to know our PBRC consultants – they have been out and about at customer sites implementing new systems.



Brad and Chad have a distinguished lineage in having been part of the original PBRC team right from its inception.

Yue is a graduate consultant who joined us last year. If you like wedding photos, ask



her to bring her awesome wedding album if she is coming to your site!

[Full story on Page 4 ...](#)

PowerSoft Soccer

Progress updates from our very own PowerSoft soccer team for the Corporate Challenge Outdoor League! It seems we keep going from strength to strength. [Full story on Page 5 ...](#)



Corporate Cup



PHS gears up for the next Corporate Cup challenge. Shane is in the process of rallying up the troops for this fitness event.

[Full story on Page 5 ...](#)

Flu Shots

Staff were given flu shots in preparation for the winter sniffles, courtesy of the company, to promote a healthy workplace.

[Full story on Page 5 ...](#)



PHS Quarterly Event: Office Drinks



On Wednesday 11th of May 2011, PowerHealth staff unwound with some well-earned drinks and nibbles. With the User Conference looming the following week, some people were still working at their desks, while eating and drinking, but most managed to relax and enjoy. [Full story on Page 5 ...](#)

PowerHealth User Conference May 2011



The 2011 PowerHealth Solutions User Conference held in the NSW Central Coast broke all previous attendance records, as our rapidly expanding community of costing and billing users responded most enthusiastically to the programme. This is the first PHS conference to include billing users, as the new PowerBilling & Revenue Collection system was released after the last conference. The PowerHealth user base in Australia is experiencing a rapid expansion as both costing and billing systems are increasingly being adopted at the state level as well as the hospital level.

Conference Programme

Themed *Driving Hospital Efficiency*, the conference offered a programme packed with a wide variety of presentations including:

- Site case studies – **Community Anderson Hospital (USA)**, **Cabrini Health**, **Sydney West AHS**, **Calvary Mater Newcastle**, **SA Pathology**
- Consultant briefings – **PriceWaterhouse Coopers**, **SolveIT**, **Clinical Costing Standards Association of Australia**
- Hands-on training sessions – for both costing and billing users
- Visit to **The Children's Hospital at Westmead**
- As well as the usual democratic casting of votes to determine the prioritisation of future product enhancements.

Feedback from Delegates

The variety and content of the sessions was met with approval, with the majority of delegates describing it as *Worthwhile*, *Relevant* and *Interesting*. It is also good to see that nearly everyone ticked the *Fun* box!

What did the delegates like BEST about the conference? Most people said *Networking* and *Meeting PHS staff*, as well as:

- The mix of topics and presentations like **SolveIT** gave us a broader perspective of what other tools are available to businesses. The experiences of others, including the keynote speaker **Bill Van Ness**, and how they use costing data to drive profitability and manage hospital resources.
Ainsley Corteling, Cabrini Health, VIC
- For us, the conference was about the opportunity to be immersed in costing information over 2 to 3 days, making observations about how other Organisations are managing costing information and how our Organisations can learn from this.
John Wilkinson, Canterbury District Health Board, NZ
- The best thing about the conference was that it gave us the chance to network with other users in a relaxed atmosphere. I also enjoyed the opportunity to speak with some of the presenters after their talks. **Chris Lean, Southern Health, VIC**
- The hands-on computer PPM2 training/demonstration was great. For us users, it was actually good to see PHS introducing new features and functions of the new PPM2 product.
Hazel Bermido, Capital & Coast District Health Board, NZ
- It was a well-organised conference that always ran to time. The conference dinner was fantastic and a lot of fun.
Courtney Semken, Greater Southern Area Health Service, NSW



By *Then Moy*

Visit to the CHW



As part of the 2011 PowerHealth Solutions User Conference, The Children's Hospital at Westmead hosted a site visit for delegates, to share their own experiences on using PPM Costing and PBRC Billing.

Costing (PPM) – The morning started off with a detailed briefing by **Christine Fan** on how she was using PPM costing to engage clinicians, who were interested in understanding the underlying costs of patient care so as to improve the processes and outcomes. The information was available through progressive quarterly costing builds, and was quite fine-grained for the purposes of understanding cost implications at the point of decision-making. It was brilliant to hear that the hospital uses PPM to further their patient-centred objectives, and that the production of statutory costing reports is merely a by-product of their costing process and not the focus.

Billing (PBRC) – **Lorraine Maguire** presented on the hospital's recent implementation of PBRC (Phase 1), which was already yielding results in increased revenue and lowered bad debts & write-offs. Other good news included fewer errors, simplified tasks, transparent business processes, time savings, and better team communication. Project Manager **Jean Thomas**, who fielded questions afterwards, described the system very succinctly as, "**Bloody Beautiful!**"



Later, **Jean Thomas** showed billing delegates through the Billing & Finance areas, where staff were openly enthusiastic about the new system. Receipting Officer **Ainsley Johnstone** said with a big smile, "**It is awesome! I am very happy with it.**"



A key stakeholder in the project, Patient Administration System (PAS) Manager **Cheryl Thomas** was also very pleased with PBRC. As the PAS holds the patient master index records, it is a crucial system to link into the patient billing system. Cheryl said, "**I like the fact that we can track the actual patient movement from single to shared rooms (which is something that we have never been able to do before PBRC), so that we can ensure that the appropriate billing occurs.**"

Hospital Tour

Finally, delegates were taken on a general tour of the hospital by **Bill Doughty**. The elegant, bright and airy hospital foyer felt more like an airport or a shopping centre. We were also shown facilities such as the hospital's school, their own live TV channel, their own live radio station (**Radio Bedrock**), a chill-out room where children could hang out and play games, watch TV, have their hair braided, etc. Everywhere we looked, there was evidence of child-centred design, even to the point of conducting treatments away from the ward to minimise distress to the other ward patients. Treatment rooms were painted with interesting floor-to-ceiling murals, and doctors and nurses dressing and behaving oddly help to distract children from any painful procedures.



I came away impressed that here was a hospital that had its eye firmly on the ball, head firmly screwed on, and heart totally in the right place. They know what they are doing, and they are using their Costing and Billing software very intelligently indeed.

By *Then Moy*



Conference Photos



Conference Dinner Photos



Lucky Draw Winners

Competition Closed

The lucky draw competition is now closed for both the Conference Feedback and Customer Satisfaction Survey forms. Thankyou to everyone who entered — we've had a bumper response and we are now busy compiling the results.

Ongoing Customer Satisfaction Survey

Remember, you are always welcome to submit Customer Satisfaction responses as the occasion arises. To submit an online response, just go to www.powerhealthsolutions.com >> Customer Support >> Customer Survey.

The Winners



Every form submitted with a name was entered into the lucky draw for 5 X double movie passes. The winners, in no particular order are — Rebecca Hanna, Marites Aguilar, Alyson Buckley, Malathi Jeremiah, and Raymond Lal. Congratulations and have fun at the movies!

Spotlight on Andrew OC

Many PHS staff were pleasantly surprised when they saw PBRC Team Leader Andrew O'Callaghan rocking it at the Fringe Festival and the PHS Conference Dinner. Pam Brady interviews him on his secret identity away from work ...



When did you first become interested in music? At 10 years old.
What instruments do you play? Double-bass, electric bass, guitar and piano.

What led to the creation of the Deer Johns? Our keyboard player Jesse had a Radiohead concept band at last year's Fringe Festival. We jammed together and also played many 80's songs at a wedding. That led to an 80's music Fringe show, where Chris joined us on drums.

How often do you play? The PHS User Conference was our 9th show this year. We practice weekly or fortnightly and we plan to do another Fringe show next year.

What are your musical influences? David Bowie, The Police, The Beatles, Wang Chung. Chris likes Black Sabbath but as a band, we don't like to be tied to any genre. We like to mix it up a bit, like singing a female vocalist's song like Pink. There's something quirky about considering doing a Black Sabbath song in a jazz style.

How would you describe your music persona vs work persona? Music is a hobby and a passion. When performing, I put on a different persona because people want to be entertained. It gives me the freedom to do what I want. I can step outside of my comfort zone. There's a sense of excitement about entertaining people. I love it when they get up to dance. If the gig is successful, I am left with a feeling of exhilaration.

By Pam Brady

Yue's Big Chinese Wedding

Yue started work at PowerHealth 3 days after her Australian wedding. Being Chinese, the real wedding wasn't until she went back to China over the Easter holidays in April. She had a very large wedding in her hometown of Shanghai, and returned to work with a very impressive large wedding photo album. Here are a couple of those photos ...



Employee Profiles

Yue Wang



Yue comes highly qualified to the PHS Billing Consultancy with a Bachelor of Finance and a Master of Accounting. Her enthusiasm and cheerful personality is an asset to the PHS office. Originally from Shanghai, China, Yue's ambition is to travel and see the world.

Fav Food: Stewed pork with soy sauce, Dim sum
Fav Movie: The Shawshank Redemption, Twilight
Fav Band/Singer: SHE (Chinese band), Joy Chou
Fav Holiday Destn: Tibet
Fav Book: The Count of Monte Cristo by Alexandre Dumas
Fav Sport/Team: N/A
Interests: Listening to music, reading books and magazines, DIY, Hiking
Work Ambition: Mixing work with pleasure!

Brad Shawcross



Brad was working on PBRC from the start, in its original incarnation as Platypus 2, which is why he knows so much about PBRC. Brad is a PBRC guru, and PHS staff and customers have all been learning from him. Brad has a diverse background, with work experience in tool-making, management, purchasing and manufacturing, prior to Billing Consultancy, and later on he completed a Bachelor of Computer Science degree.

Fav Food: Salmon or Steak
Fav Movie: Anything Sci Fi
Fav Band/Singer: A Perfect Circle but love new bands
Fav Holiday Destn: Hawaii
Fav Book: Anything Sci Fi
Fav Sport/Team: V8 Supercars/ Vodafone team
Interests: Family, Friends and Music
Work Ambition: To keep learning new things.

Chad McClelland



Chad has a long history with PBRC through 10 years previous experience at Hunter New England Area Health Service. He was part of the team that originally designed PBRC-AE, along with Brad.

His ambition is to settle down, have kids and become a home Dad. He describes himself as a fun loving social guy.

Fav Food: Veal Saltimbocca, Steak, Pizza
Fav Movie: Rocky 4
Fav Band/Singer: Birds of Tokyo
Fav Holiday Destn: Tasmania
Fav Book: Wolf of the Plains, Conn Iggulden (Genghis Khan)
Fav Sport/Team: Soccer Newcastle Jets, Rugby League (Real Footy) Parramatta Eels
Interests: Soccer, Eating and Drinking (Soft drinks of course)
Work Ambition: Work to make others and my own life easier.

PowerSoft Soccer

Corporate Challenge



After finishing 7th in the season, we had to contend the finals.

The team played a spectacular first finals game winning 4:0.

This meant the following week we were to play for 5th spot. After hearing about our brilliant win the week before, our opposition was frightened and chose to forfeit the match rather than be humiliated in defeat.

PowerSoft FC finished an impressive 5th in their first season of competitive soccer – what a great result!

New Indoor Soccer Team

The pressure is now on to maintain this level for the upcoming season, which has commenced. We now have an indoor soccer team captained by Simon “Whinging Pom” and an outdoor team captained by George “The Macedonian Marvel”. In the first game, the indoor team suffered a defeat, but the captain was very proud of the performance of all players.

Captain’s Comment

The outdoor team started where they finished last season - with a hard fought 1:0 win. Well done both teams!

Both teams are still looking for the promised cheerleading squad.



By George Mitev

Corporate Cup



Staff are considering participating in the Life Be In It Corporate Cup to be held in August this year.

Shane is rounding up staff who are eyeing the current cold weather and may be a little reluctant. Come on guys, let’s get fit!

Free Flu Shots

A mobile vaccination unit came to PHS on Monday April 4th to give PowerHealth employees their annual flu injection. The company offers this service free to all staff to keep the office flu free.



This is true of every year, but this year we are so busy we want every hand on deck!

Fundraising

The Mary Potter Foundation

This year Tammy participated in The Mary Potter Foundation “Walk For Love” fundraiser. This raises funds for the Mary Potter Hospice and Calvary Cancer Services, providing palliative care and treatment for patients and families living with terminal illness.

Tammy personally raised \$200 for the cause. Well done Tammy!

Red Shield Appeal

It’s that time again, and staff have been walking around the suburb of Black Forest to collect donations for the Salvation Army Red Shield Appeal. The company matches every dollar collected to double the contribution. This year Patrick even did it with his kids!



Earthquake Appeals



Over the first and second quarters of this year, we responded to the major natural disasters in Christchurch and Japan, by donating our Casual Friday money to both Earthquake Appeals.

PHS Office Drinks

Sometimes we are so busy at PHS that we barely have time for social events. Unfortunately our golf day did not come to fruition so instead, we decided to have a catch up a week before the conference.



On Wednesday 11th of May, Power Health Solutions first social event of 2011 got off to a slow start with only a few showing up at the given start time due to the majority of staff still working feverishly to deliver work on schedule. Things really kicked off when strong man Brett Michael delivered the FREE drinks. Shortly after, the nibbles arrived followed swiftly by all the workers of Power Health Solutions. Patrick sure knows how to get his staff motivated.



Ben Michael, briefly back from working in Hong Kong, kept the drinks flowing and passed around the food while keeping the growing crowd captivated with his tales of “Life in Hong Kong”.

Recently married Yue Wang showed off her wedding pictures and had to repeat time and again how many dresses she wore in her official wedding photos (6) and how many she wore at the actual wedding (2). By the time she had shown the pictures to everyone she had almost lost her voice!



Debbie Thomas did a great job of organising the event and took on the role of hostess making sure all staff had a drink in their hand for the duration of the night and plates of finger food were constantly being passed around.

Patrick provided the music via his iPhone and made us listen to YMCA* while Shaun tried to break into the iPhone to change the track.

As the night ended we slowly drifted away with full bellies, looking forward to the next PowerHealth Social Activity.



* Song may have been different but no-one can remember.

By Simon Harding