



A Word from the Editor

We've had a very busy quarter, and there is a lot of news to share with you.

PPM2 upgrades have progressed north from Victoria to New South Wales. Nathan has temporarily relocated to Sydney in order to be more accessible to PPM2 clients. We are hearing that users love the new Overview Map of the PPM Processes.

PBRC-AE has gone live in various NSW Local Health Districts, with PHS consultants in close attendance during the cut-over process. Our Development Team continues to roll out lots of new functionality in a rapid release turnover.

PBRC-IE has a number of go-lives coming up in the next quarter and the Team is working hard preparing for these important deadlines.

The company has seen incredible growth in staff numbers over the last couple of years, with new recruits being welcomed almost every month. This is a great time for PHS.

Get comfortable, prepare a hot drink, and settle down to read this bumper edition of PowerPoints!



Thenen Moy

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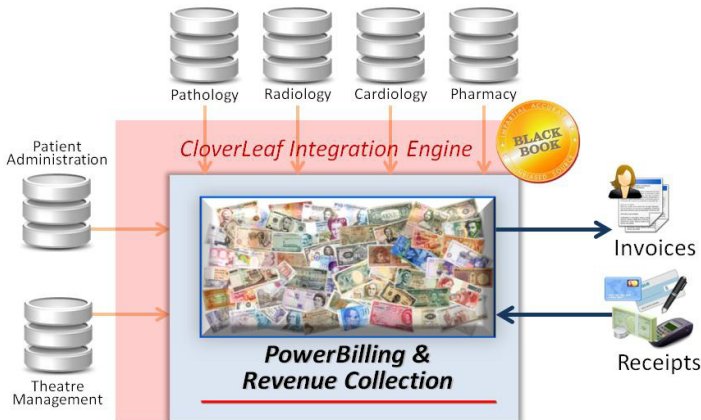


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PBRC Integration Engine ranked #1



The 2012 Black Book Survey has ranked Infor LAWSON's CloverLeaf as the best integration engine, selected from a field of 259.

Black Book Rankings is a technology and services market research company. This year, Black Book Rankings interviewed about 12,000 users in over 4,000 health care delivery and insurance organisations to rate the best health information exchange vendors.

The survey evaluated the integration products based on 18 key performance indicators, including stakeholder alignment, accountable care support, sustainability, clinical workflow, data integrity and security. Rankings were based on customer experience and satisfaction ratings.

The PowerHealth Solutions patient billing software *PowerBilling & Revenue Collection (PBRC)* uses the CloverLeaf integration engine to link with other hospital systems such as patient administration and clinical systems. These hospital systems feed in service and administration data in real time into the billing system, which then generates hospital invoices for the services.

PowerHealth Integration Manager Craig Reynolds said, "CloverLeaf does an excellent job integrating systems in a hospital organisation. It's great that CloverLeaf has been recognised by an independent and unbiased source, because it's one of those things ... nobody notices when it's doing a good job."



PHS opens new Ireland office



PowerHealth Solutions has further expanded its operations in Europe to open its second European office, this time in the Republic of Ireland.

The forthcoming implementation of Activity Based Funding in the Republic requires developed information systems to support and inform the tariff.

PowerHealth Solutions Europe Director Nigel Michell said, "Decision Support Systems such as PPM allow healthcare organisations to understand their business in terms of the cost of case delivery at the service level. Armed with this information, hospital management can make informed business decisions about expenditure, thus enabling the provision of high quality and cost-effective healthcare."



To contact the new Dublin office:

Phone: +8353-87-249-3112

Email: Nigel.Michell@powerhealthsolutions.com

Office: 3-5 Blanchardstown Business Centre, Clonsilla Road, Blanchardstown, Dublin 15

Visit to St Andrew's Hospital



Tracey Randall, Pam Brady, Chris Marshall and Sharon Kendall in the hospital community garden filled with fruits, herbs and vegetables. Picture taken by Theen Moy.

The PHS Technical Writing Team recently paid a visit to our friends Tracey and Sharon at St Andrew's Hospital, to learn more about how PowerPerformance Management (PPM) is used in practice to deliver patient costing information for hospitals.

St Andrew's Hospital is a 207-bed private surgical hospital in Adelaide that has received numerous National Quality and Clinical Excellence Awards.

By using PPM to cost the hospital performance quarterly, Director of Business Operations Sharon Kendall always has up-to-date information to measure the performance and profitability of every clinical service. She works closely with the Executive Team, providing them with performance information which they use to support strategic business decisions.

St Andrew's Hospital is the largest standalone independent private hospital in South Australia.



Sharon said, "PPM is a sensational product that gives us detailed and accurate costing information. There is nothing you can ask us about our hospital that we cannot know the cost of."

"Armed with the figures from PPM, I can have real confidence in putting up a business case to the Board, for example, how profitable a new venture is going to be."

Resolutions Acquires PowerCoding Auditor



PowerCoding Auditor

Resolutions (Int) has acquired the PowerHealth Solutions Clinical Auditing package *PowerCoding Auditor*, and will be taking over all existing client contracts.

Resolutions is a long time collaborative partner with PowerHealth  **Resolutions (Int) Pty Ltd** Solutions, having worked on many projects together. The company specialises in healthcare Auditing and Reporting Services, and is a perfect match for *PowerCoding Auditor*.

Resolutions Director Ms Debbie Abbott said, "*PowerCoding Auditor* is an excellent product with a client base that fits in with our core business, and was developed by a company with a very good name in the industry. We are planning to develop *PowerCoding Auditor* further into a web-based application with greater capabilities for billing auditing and data for activity based funding."

To contact Resolutions, refer to www.resolutionsint.com, phone (07) 3849 6885, or email enquiry@resolutionsint.com.





PHS Training 100% relevant

At the midway mark of the 2012, we've already run 2 sessions of FREE training in Adelaide. Both these training courses were very well received.

The PPM2 training course was held in April externally at the Cliftons Adelaide, while the PBRC-AE training course was held in June at the PHS office.



APRIL PPM2 Training: Mauricio Olivera, Tracy Randall, Peter Davey, Chris Marshall.



JUNE PBRC Training: Rosa Hunt, Jadranka Cvetkovic, Ben Chandler, Joanna Hopwood, Robert Cheung, and Nguyet Vo

Ratings

The feedback from the users has been very positive. Everyone found the training to be **relevant (100%)**. Most people found it interesting (**86%**) and worthwhile (**71%**). Some people found it stimulating, helpful, great, fun and even relaxing.

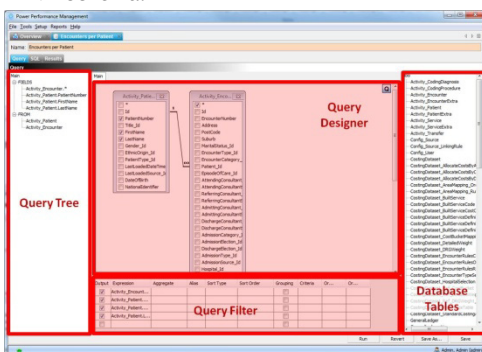
Win-win situation

It is so great to see our users being enthusiastic to learn. Training is really a win-win situation for everyone. Customers get to skill up and rock at your jobs and your hospitals become more efficient, while we get to see our software used well. Ultimately it is great for the community to have a more efficient healthcare system.

PPM2 Reporting

The next free training course is **PPM2 Reporting** to be held on **17-18 October**. This course covers the integration and analysis of the data generated by the PPM2 processes. Topics include Standard Reports, Query Runner and the PPM2 Schema.

After processing the PPM data, the heart of performance management is in analysing the resulting data. Learn how to mine your patient costing data to discover important information about any part of your business.

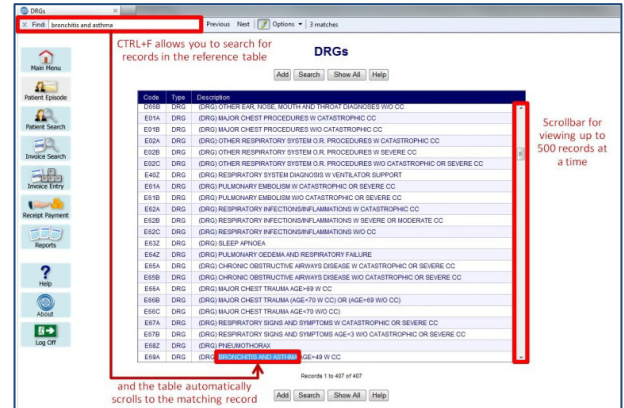


Learning Environment

This is a great opportunity to get away from your busy workplace and visit Adelaide, and concentrate on picking up the essential skills and knowledge in a relaxed, interesting and even stimulating environment. You'll be in the heart of the CBD, 10 minutes taxi ride away from the airport, free morning tea/lunch/afternoon tea.

[Click here to register on the PHS website. Places are limited and are provided on a First In First Served basis.](#)

PBRC-AE Update – Reference Tables



PBRC continues to evolve as the developers keep improving it. One such improvement is the new Reference Tables.

Previously, if there were 500 records in a table, they would be spread over multiple pages, so that you would click **Next** or **Previous** to view the next page of records. If you were looking for a specific record, you might have look for it in a few different pages.

Now, you can view all 500 records within the same page, by scrolling down using the scrollbar on the right.

Text search

You can press **CTRL + F** to do a text search, and the reference table automatically scrolls to the first matching record and highlights the text. Even if the record is not visible on the screen, it has already been loaded, so PBRC know where it is.

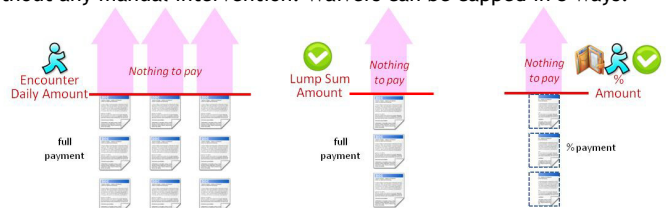
500 record limit

The new reference table has a limit of 500 records, so if a table has 1000 records, it is displayed over 2 pages, using the **Next** and **Previous** button. However, many of the large reference tables have filter fields to allow you to narrow your search, eg Items, Item Costs.

PBRC-IE Update – Waivers

Waivers are a relatively new feature in PBRC-IE that allows automatic capped discounting of hospital bills for qualified Recipients. The waiver can be granted based on government and/or hospital policy, eg hardship waiver.

Once a waiver is registered in the system, the Recipient's invoices for the specified period are automatically discounted as specified without any manual intervention. Waivers can be capped in 3 ways.



Encounter daily amount

This places a daily cap on the amount of the Recipient's invoices. Service items are billed in full until the daily cap is reached, then all further amounts are waived so that there is nothing more to be paid. The calculations are repeated for the subsequent days until the waiver period expires.

Lump sum amount

This places a lump sum cap on the Recipient's invoices within the specified period. Service items are billed in full until the lump sum cap is reached, then all further amounts are waived so that there is nothing more to be paid during the waiver period.

Percentage amount

This places a cap on the total sum for the Recipient's invoices within the specified period either by payor, encounter or waiver. Service items are billed at the specified percentage discount until the percentage cap is reached, then all further amounts are waived so that there is nothing more to be paid for the waiver period.

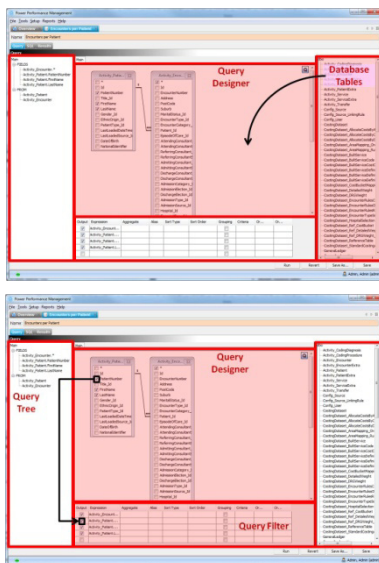
PPM2 Update – Query Runner

PPM2 has a new in-built reporting tool that will be very familiar to users of Microsoft Access and SQL Manager. Query Runner's drag-and-drop interface is so intuitive you will start using it like a professional in no time, to query the PPM database directly.



To build query

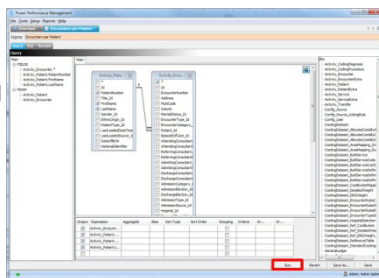
1. Just drag the required table into the Query Designer area.
2. Add more tables by dragging them in. The system automatically joins these tables using common columns.
3. Adjust the table joins by clicking a column in the first table and dragging to the matching column in the second table. Right-click on the join to set the join properties.
4. Tick the table column in the Query Designer area. This adds the column as a row in the Query Filter area.
5. Build the filter expression in the Query Filter area as in Access or SQL Manager.
6. Save.



Note that as you add filters, the Query Tree is populated accordingly. Also if you click the SQL tab, your query is transcribed into SQL code.

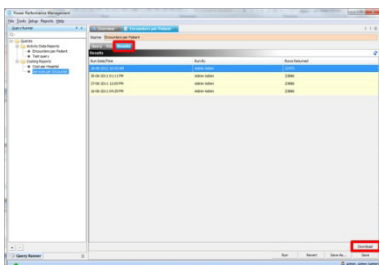
To run query & monitor task

1. Click Run. The Query Wizard displays.
2. Check your selections and click Run.
3. Check your Query in the Task Monitor.



To download and view results

1. Click Results, then Download.
2. Select the target folder and click Save.
3. Open the CSV file (eg in Microsoft Excel) and view the results.



Training Course in October

PowerHealth Solutions will be running a free training course in Adelaide on PPM Reporting, focussing on Query Runner and the PPM2 Schema (which describes the PPM2 database table relationships), as well as the Standard Reports.

Don't miss out on this opportunity to learn how to extract the data you want out of PPM. It's really quite easy once you know how.

[Click here to register on the PHS website. Places are limited and are provided on a First In First Served basis.](#)

Red Shield Appeal



Over the last 2 weekends in May, PowerHealth Solutions staff volunteered their time to walk their usual beat in the Adelaide suburb of Black Forrest, doorknocking for the Red Cross Red Shield Appeal.



The Red Shield Appeal is The Salvation Army's main annual fundraising drive to help finance their vast network of social and community services.



Some staff (eg Andrew O'Callaghan) enlisted help from their cute children, while Yue who was on maternity leave spent some time away from her baby to join in the effort.

A total of \$885 was collected by PowerHealth Solutions staff, and as the company generously contributes dollar-for-dollar to match the amount collected by staff, the total company donation comes to over \$1,700.



PHS staff receive their certificates of appreciation from Major Reno Elms (left)

Afterwards Major Reno Elms visited the office to give us our certificates. Reno has been our Salvo officer since way back when PowerHealth Solutions was a much smaller company. He was thrilled to see that we have continued collecting for the Salvation Army every year since.

Well done everyone! A fantastic effort and result!

Casual Friday Donations

Prostate Cancer Foundation of Australia (\$200)



National Breast Cancer Foundation (\$200)



- ♦ Prostate cancer is the major cancer affecting males.
- ♦ 1 in 9 men in Australia develop prostate cancer.
- ♦ The chance of developing prostate cancer increases with age, and family history.
- ♦ Prostate cancer is potentially curable if treated while confined to the prostate gland, through a blood test and examination.

- ♦ Breast cancer is the major cancer affecting females.
- ♦ 1 in 9 women will be diagnosed with breast cancer before 85.
- ♦ The risk of breast cancer increases with age. About 24 % under 50 years, 51% aged 50-69, and 25% aged 70 and over.
- ♦ Perform self-examinations for early detection and diagnosis. When caught early, there is a high probability for cure.

Red Shield Appeal (\$275)

In addition to our doorknocking collection, we also donated some of our Casual Friday funds towards the Red Shield Appeal, as it was the season for their annual fundraising drive.



Life in Hong Kong

Recently my family and I were fortunate enough to live in Hong Kong for just over a year. Whilst the culture is quite different, in many ways it is quite a subtle difference and easy to adapt to, given that most locals are very accommodating and understanding.



Education

One of the cultural differences we came across was in early education. Education is of the utmost priority in Hong Kong and each child has to compete to gain entry into the best GOVERNMENT schools as early as their first year of Primary School.

Exams are taken and one-on-one selection interviews are rehearsed in Kindergarten so that the top students can go to the top schools.

Whilst by Australian Government School standards, this would be considered traumatising, I do scratch my head when it becomes school policy in Australia to do everything BUT compete, even on the sporting field. There must be a happy middle ground.

I had to laugh though when we had to take my youngest child out of Kindy for a couple of days and one of our local friends asked "... but if he misses a few days of Kindy, how will he ever catch up to the rest of the class?" I guess we just blew his career as a professional finger painter.

Food

One of the other major cultural differences was the food. Hong Kong has an amazing array of international and local restaurants to suit any budget.

It seems that as a "Westerner" you have to first be initiated into the Hong Kong culture by having Dim Sum. Now Dim Sum can offer a variety of wonderful and tasty dishes but it also comprises of what I call "Dare" dishes.

"Dare" Dishes



These are the dishes such as Duck and Chicken Feet, Whole Smoked Eel, Century Eggs and Cow's Stomach. Some of these dishes, even in Hong Kong, are only eaten by those who have acquired a taste for them, but as a Westerner, the locals love ordering it up, I am sure, just to see how you react to seeing it and then tasting it.

Local Snacks

The culture divide was ever so apparent when I saw a local school boy going up to the local shop to spend his pocket money on an after-school snack. Before him stood a shop full of cheap sugary and salty treats such as chocolates, ice-creams, chips and slurpies. Not even giving it a second look he just pointed to the boiling pot and asked for a serve.



He was handed what looked like the left-overs from the Roswell autopsy (it may have been octopus tentacles and a variety of offal) on which he squirted some soy sauce and hungrily tucked in.

My family and I have many fond memories of living in Hong Kong and if you ever get the chance to work and live there I can highly recommend it.

by David Musson



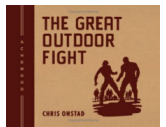
Employee Profiles

Andrew McBride

Andrew is a PPM Costing Consultant with a Masters in Public Health.

Born and bred in Adelaide, Andy went to Melbourne for his Masters degree, and moved back to Adelaide recently.

He lives with his girlfriend and dwarf rabbit called "Bunny" in a place much larger than their previous place in Melbourne. Bunny is an extremely affectionate rabbit and likes sitting on Andrew's lap while watching TV.



Fav Food:

Burritos

Fav Movie:

Ghostbusters or Star Wars

Fav Band/Singer:

Built to Spill, Pavement, The Mountain Goats.

Fav Holiday Destn:

Malaysia, or anywhere with cheap delicious food.

Fav Book:

The Great Outdoor Fight by Chris Onstad

Fav Sport/Team:

SouthEnd United

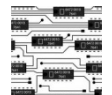
Interests:

Cooking, travel, friends.

Nick Canatselis

Nick is the team lead for the PPM team, and having been a part of the PPM team from the infancy of the PPM rewrite, he has enjoyed seeing the project develop into what it has become today.

A new first-home-owner with his fiancée, Nick's spare time is spent knee deep in house renovations in the rush to get everything ready before their big day early next year.



Fav Food:

Pizza, Greek cuisine - particularly "yemista" (rice stuffed roasted tomato/capsicum) - anything but seafood!

Fav Movie:

Back to the Future 2

Fav Band/Singer:

Lots of English, Greek & video game tunes

Fav Holiday Destn:

Never traveled overseas yet... but I can't wait to see the US next year.

Fav Book:

do video game magazines count?

Fav Sport/Team:

Nothing in particular, but I love watching the Olympics, especially diving, weight lifting, shooting and athletics.

Interests:

Holidays, video games, TV, electronics, assembly code ...



Chris Marshall

Chris is the drummer in the band playing at the last PHS User Conference. Since being deported from England as a teenager, Chris mastered the ancient twin arts of walking and talking simultaneously, and mysteriously blagged himself a career as a theatre nurse. His ineptitude ultimately shone through so he scammed a new career in health IT with a ten year tenure (say that quickly!) at PSI before recently slithering into the employ of PHS

as a Technical Writer.

Chris enjoys nothing more than a quiet evening at home, which is just as well because he doesn't have any friends. Even his 16 year old daughter refers to him as "who?" Fortunately, he is delusionally optimistic.



Fav Food:

Chips, steak and chips. With chips.

Fav Movie:

Police Academy 12 (they just got better and better)

Fav Band/Singer:

The Wiggles (with Greg obviously – no one sports a yellow skivvy like him)

Fav Holiday Destn:

Ramsay Street (the folk there are right neighbourly)

Fav Book:

The Ossie Ostrich autobiography "Darryl Egged Me On"

Fav Sport/Team:

Extreme Tiddlywinks
Australian women's beach volleyball team (any women's beach volleyball team really)

Interests:

Yawning, skipping, riding on escalators, misspelling wurdes, yawning-and-skipping on an escalator.

Deer John Ambitions



L to R: Jesse Cotton, Andrew O'Callaghan, Chris Marshall

The Deer Johns have been a PHS favourite since they played at the 2011 Conference Dinner. Populated by IT crew, lead singer Andrew O'Callaghan is a PHS Development Team Leader, drummer Chris Marshall is the PPM2 Technical Writer, and instrumentals Jesse Cotton works as a Database Analyst somewhere else.

The Deer Johns first presented their *Life in the Early 80s* show at the Adelaide Fringe 2011. It was the story of 3 young guys (all called John) growing up in the early 80s told via the music of the era.

Such was its success they staged the sequel *Life in the Late 80s* at the 2012 Fringe to sell out shows.

So what lies in store for The Deer Johns after the Adelaide Fringe?

"We're thinking of taking this show on the road to other festivals around the country" said Andrew, the lead singer. "We're definitely thinking big, possibly even the Edinburgh Fringe in the UK!"

Results for the March Babies

Congratulations to Nick Canatselis, who got 3 guesses right (Simon, Amanda, Chris). Nobody guessed Simon Schulz at all as Baby 4! Nick wins double movie tickets to Event Cinemas!



Baby 1 = Simon Harding



Baby 2 = Amanda Anderson



Baby 3 = Chris Marshall



Baby 4 = Simon Schulz

New Babies for June



Baby 1



Baby 2



Baby 3



Baby 4

Allowing older pictures

I am allowing pictures of post-baby children to mix things up a bit and hopefully make it more interesting. Well, it makes it easier to guess, right?

Rules

- ◆ This contest is free to enter.
- ◆ It is open to all PHS staff and customers.
- ◆ Each person can submit 1 guess per baby.
- ◆ If you are one of the babies, guessing yourself is not counted.
- ◆ The person with the most number of correct guesses wins.

Prize

2x movie tickets, which is worth THIRTY SIX BUCKS or \$36 these days. Full price movie tickets are an incredible \$18 each nowadays. However compliments of PHS Newsletter, it is FREE if you guess the babies better than anyone else.

To enter

- ◆ Send your guesses to Theen.Moy@powerhealthsolutions.com.
- ◆ Entry closes Friday 17th August 2012.
- ◆ Results will be announced in the next newsletter.



Baby Updates

Lucas' Baby



The newest PHS baby has arrived in the Jones household. Congratulations to Lucas and Karen on the safe arrival of *Samuel Lucas Jones*, who arrived at 6:27pm on Saturday 16th June 2012. Samuel weighed in at 3.98kg and measure 52cm long.

Yue's Baby

Yue joined us in August 2010 almost straightaway after her Australian wedding, and we saw the pictures of her glamorous Shanghai wedding in 2011.

Well in 2012, Yue gave birth to baby *Ellen Yilei Dai* at 2:30am on 13th April. Ellen measures a healthy 2.96kg and 50.5cm long.

Congratulations to Yue and husband Xiang, for the safe arrival of their precious baby girl!

While there was no need to speculate on the gender, Chad McClelland won the office sweep for guessing the closest birthdate/time.

As Yue and her husband are both only children of their parents, having been born during China's One Child Policy, this first grandchild is greatly loved and treasured. Both sets of grandparents are flying over in turns, taking shifts at helping the new parents with their baby. Well done, grandparents, you rock!



Amanda's Baby

Amanda and Baby Frankham surprised the PowerHealth Solutions office with a quick visit one morning in early June.

Everyone agreed that Amanda looked fantastic, all healthy and glowing.

Blake has been behaving like a model baby, sleeping and feeding well. So all is happy and peaceful in the Frankham household.



Blake Oliver Frankham
19.3.2012

Indoor Soccer (aka Pinball Soccer)



Progress

Captain George is thrilled to report some improvement at the indoor soccer being played at the Adelaide Metropolitan Fire Station on Tuesday lunchtimes.

The scores have been slowly but surely improving, and the team went as far as to actually win a game recently.



Outdoor tactics indoors

George's team used to play outdoors and was performing very well last year. However, when they switched over to the indoor pitch, things went south very quickly.

Why? Well, we really are not making excuses. There has been a big change in the environment and the team found it difficult to adapt.

The indoor pitch is VERY different

The indoor pitch is much smaller with fake grass. This means that the ball bounces around very quickly, much like pinball. The pace is much faster and ... you won't believe this, the goal is incredibly small.

We are so pumped that the guys are working hard at turning the situation around. Good on ya boys!

Music Appreciation with Pam



Music Addiction

I am addicted to music. The process by which I acquire new music has become an obsession. The more music I discover, the more open my musical tastes have become. In the past, I never listened to many female artists and hip hop was not a genre I enjoyed. However, in the last few years, the more I listen, the more I love.



Acquiring new music

I obtain playlists from musical sources I like. One great resource is the voting list Triple J releases every year, containing over 1000 songs.

Last year I also followed a Finnish DJ called Musicismynoise.



Checking out a new song

Once I have a list, I then play each and every song on YouTube and figure out whether it is worth a second listen. If the answer is yes, then I download the song and add it to my iPod.



Monthly Mix

Each month I create a mixture of the songs I have downloaded. A good number of songs is around 60. Each day is an adventure as a random song suddenly becomes the day's favourite. The song quickly falls off the list to make way for something new.

I can be pretty fickle when it comes to loyalty to artists and songs. By the end of each month, I am hungry for new sounds.



Appreciating new music

There are 3 reasons I like discovering new music: ① It sounds good. ② It gives my brain a good workout, ie with repeating tunes, patterns, etc. ③ It evokes a positive emotional response.

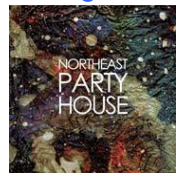
Some Australian music I am currently listening to



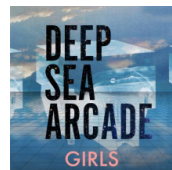
Millions – *Those Girls*
(Brisbane)



The Aston Shuffle –
Start Again (Canberra)
featuring my friend's band
Lover's Electric (Adelaide)



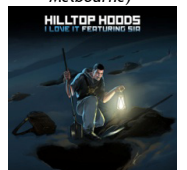
Northeast Party House –
Empires (Triple J unearthed
Melbourne)



Deep Sea Arcade –
Girls (Sydney)



Tame Impala –
Sundown Syndrome
(Perth)



Hilltop Hoods – *I Love it*
featuring Sia (Adelaide)

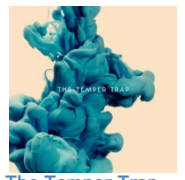
Some International music I like



The Black Keys –
Sister (USA)



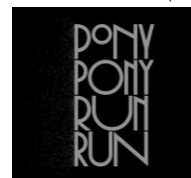
Yellow Ostrich –
Marathon Runner (USA)



The Temper Trap –
London's Burning
(Melbourne/London)



The Kooks – *Mr Nice Guy* (UK)



Pony Pony Run Run –
Hey You (France)



Get Cape. Wear Cape.
Fly. – *Collapsing Cities*
(UK)