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A Word from the Editor



Merry Christmas to everyone and I hope you all enjoy the holiday season.

PowerHealth Solutions has had a busy second half of 2015, as we expanded the Ireland Office in readiness for global growth, signed three new business partnerships including one in Canada, and introduced account management to our customer service.

We participated in six industry conferences and documented the success of Peter Mac's PBRC Enterprise Billing system into a case study and press release.

Development on PPM and PBRC continue to progress with the release of new versions.

We had fun on a wine tasting tour, played golf at the St Andrews Golf Classic fundraising event and most wonderfully of all, our indoor soccer team came first in the 2015 Adelaide Corporate Challenge!

Then Moy
Marketing Officer



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PHS Ireland expansion to position for new global growth



PowerHealth Solutions has expanded our European office in Ireland to tackle global growth as business booms in Europe, the Middle East and Canada.

Our PPM patient costing and PBRC enterprise billing systems have been proven successes and are now in demand as the health industry worldwide undergoes reform to contain costs while meeting increasing demands.

Business in Europe has boomed, including a nationwide rollout this year of PPM in a European country. Strong interest from the Middle East has prompted 4 new business partnerships, and interest from Canada has led to a new business partnership to extend our reach in North America.

PHS Managing Director Patrick Power said, “Healthcare is a growing business, and within healthcare there are three major drivers: access to healthcare, quality of healthcare and cost of healthcare. These are the three areas that we specialise in. We’re profitable with no debt or external funding whatsoever. That’s a platform that should enable us to really grow very quickly now.”

PHS European Director Nigel Michell said, “The Ireland Office is ideally positioned to extend PowerHealth’s global support. The timezone difference extends the PowerHealth Solutions ability to service global clients 24x7 as our day starts just as the Australian day finishes.”

Supporting South Australian sports through ATP Challenger sponsorship



City of Onkaparinga ATP Challenger 2015 runner-up, Marcos Baghdatis (CYP)

This summer, PowerHealth Solutions continues to support youth sports by sponsoring the City of Onkaparinga ATP Challenger tennis tournament for the second consecutive year. The USD \$75K tournament will run from 2-10 January 2016 in Happy Valley, South Australia.

The ATP Challenger is an international event that attracts internationally well-known players (such as Marcos Baghdatis in 2015), and is watched by fans all over the world through live streaming internet coverage. As the first event in 2015, it is well positioned as a lead-in event to the Australian Open Grand Slam in Melbourne a week later.

Organisers expect the tournament to once again attract a world-class field of players looking to gain experience and ranking points to qualify them to compete in the ATP World Tour. Nearly every top player has fought their way up through the Challengers circuit, including current No. 1 Novak Djokovic and previous No. 1 players Roger Federer, Lleyton Hewitt, Rafael Nadal and Pete Sampras. The 2015 tournament was a huge hit with players who approved of the excellent facilities and well-oiled organisation.

Happy Valley Tennis Club President Simon Longhurst said, “With the assistance of major sponsorship from PowerHealth, South Australia can take to the world stage again in 2016. We need more events like this in the region. It’s good for the club and for tennis as it stimulates interest and participation in the sport.”

Peter Mac set to recover \$1.4 million pa with PBRC Enterprise Billing System

The Peter MacCallum Cancer Centre has successfully implemented PBRC this year. They replaced their five aging billing systems with the PBRC enterprise patient billing system and is now set to recover an estimated \$1.4M pa in rejected claims and delayed or uncollected payments.



Peter Mac went live with PowerBilling & Revenue Collection (PBRC) in early March 2015 after a 9-month implementation. Services billed by the new system include Accommodation, Medical Services, Outpatients, Online Claims, Radiotherapy, Receipting, Allied Health, Online Eligibility, and Simplified Billing.

The Peter MacCallum Cancer Centre is Australia's only public hospital solely dedicated to cancer and one of an elite group of cancer hospitals worldwide with embedded research laboratories, which are uniquely integrated with extensive clinical and cancer experiences research programs.

Peter Mac is the first hospital in Victoria to fully integrate PBRC to the iPM patient administration system to electronically receive patient and accommodation data. With real-time integration to its source systems, Peter Mac is automatically processing billing without the manual data transcriptions previously required. The new system has already eliminated 75% of manual processing, freeing up staff to recover revenue otherwise lost through write-offs and bad debts.

Peter Mac CFO Dennis O'Keeffe said, "PowerHealth Solutions are an exceptional and responsive vendor who go well beyond the call of duty. They have worked hard alongside our project team to deliver the new system on schedule, in time for our move to our new home in Parkville in 2016."

PHS Project Manager Stuart Mead said, "We congratulate Peter Mac executives on their active support throughout the project and their insight in redesigning their business processes for automation prior to the implementation. Both of those factors have proved critical to the success of this project."

Case Study: Implementing Enterprise Billing



Peter Mac has collaborated with PowerHealth Solutions to document their PBRC enterprise billing implementation as a case study.

Dennis O'Keeffe, Chief Finance Officer

PowerHealth Solutions are an exceptional and responsive vendor. For example, they went well beyond the call of duty to integrate PBRC to our iPM system."



Remona Lee, Project Manager

"PBRC is an incredible product. One of the most impressive features of the product is the worklists, which helps to reduce rejections, improve business process workflow and increase revenue."

"Before you start a billing implementation project, it is essential to get the executives onboard, so that there is clear support from the top. Get your business rules, your processes, and your requirements right — and you are halfway there."



[Click here to download the Peter Mac Case Study](#)

Bringing Clinical Costing Education to Health Finance Managers with AHSFMA



PowerHealth Solutions has partnered with the Australian Health Services Financial Management Association (AHSFMA) to collaborate on a series of e-learning Clinical Costing education modules for Healthcare Finance Managers.

Clinical costing is used to measure the true cost incurred in delivering healthcare. With increasing pressures on the health system and rising health expenditures, clinical costing is crucial to controlling the utilisation and efficiency of healthcare delivery. Armed with clinical costing knowledge, Healthcare Finance Managers can assess their organisation performance and work with clinicians and executives to improve service cost efficiency.

PHS have been specialising in clinical costing since 1995 and our award-winning PPM clinical costing system is adopted state-wide in NSW, SA, WA, ACT and NT, as well as by most hospitals in metropolitan Victoria and many private hospitals across Australia.

AHSFMA is a peak body for health finance professionals, providing value to over 2,500 Australian health finance professionals through education, development, research and networking activities.

AHSFMA Executive Officer Vanessa Hicks said, "Clinical Costing is very much a hot topic as the healthcare industry focuses on improving efficiency to do more with less. We are very pleased to partner with PowerHealth Solutions, to bring this e-learning series to our members."

Providing PBRC clients with Oracle database services through Blue Crystal Solutions



PowerHealth Solutions has partnered with applications and database management company Blue Crystal Solutions to provide our PBRC customers with Oracle database services.

This partnership benefits our PBRC customer base by providing strong Oracle database management services to support their in-house IT team, especially during the implementation of the PBRC system.

The PBRC enterprise billing system is in demand throughout Australia and internationally as it uniquely meets the complex requirements of healthcare billing and successfully automates many of the manual tasks required by generic billing systems.

Blue Crystal Solutions is ideally positioned to provide Oracle database management and administration services to PowerHealth Solutions customers, with extensive experience in complex environments for large organisations. Blue Crystal Managing Director Vito Rinaldi said, "We are proud to be partnered with PowerHealth Solutions. Their systems are highly configurable, rapidly installed and are well suited for integration with Oracle installations."

PowerHealth Solutions Managing Director Patrick Power said, "Vito and his team provide excellent service. They are great to work with as they share our philosophy of providing high uptime, cost effective solutions for our customers."

PHS introduces Account Management



Evie Karagiannis
Project Director



Stuart Mead
Account Manager



Brett Mander
Account Manager



Keith Kranz
Account Manager



Vanessa Blackshaw
Account Manager



Kate Mackinnon
Account Manager

In July this year PHS began introducing Account Management to our customers. Every customer site is now assigned an Account Manager who is responsible for maintaining regular and consistent communications to ensure a faster response to the client.

Your Account Manager is your single point of contact at PHS and organises:

- Regular face-to-face meetings with PHS project teams (PPM/PBRC/Datix) and relevant stakeholders
- Scheduled monthly calls.

As PHS continues to grow rapidly, we intend to stay connected to our clients and maintain the level and quality of our customer service.

ABF Briefing & Queensland PPM User Group



ABF Briefing

PowerHealth Solutions is presenting ABF/PPM briefings around Australia to provide information and ideas on using PPM to manage hospital performance and maximise funding outcomes under Activity Based Funding. This is in response to the huge demand from our customer base since Activity Based Funding started taking effect in Australian public hospitals in July 2012.

The latest PPM Briefing was held in Brisbane on 16th November 2015, timed before a PPM User Group meeting.

In addition to Garth Barnett's "ABF — The Journey is Just Beginning" and Phil Moore's "Enhancing Your Costing" presentations, Stephanie Callaghan from Gold Coast Hospital presented a client's perspective on PPM CHADx, which was of great interest to the audience.

PPM User Group

After the briefing, PPM clients stayed on for the inaugural Queensland PPM User Group meeting. In future, the group will meet quarterly in Brisbane at either The Mater or Children's Health QLD, and once a year at Wide Bay Hospital & Health Service. The next meeting is scheduled for February 2016.

AHSFMA Lorne 2015



Patrick Power, Evie Karagiannis and Geoff Evans at AHSFMA

PowerHealth Solutions participated at the AHSFMA Annual Conference in Lorne 25-27 November 2015. The conference focussed on things that count in building efficiency and effectiveness. Patrick Power, Evie Karagiannis and Geoff Evans represented PHS at this event.

Prizes

The company was the Silver Conference Sponsor, donating a bottle of Grange for the Fundraising Dinner, sponsored the Beach Volleyball networking event, and ran a popular raffle for a large screen TV.

Papers

Geoff Evans discussed linking costing data to quality & safety. He explored the dimensions required to support decision making, honing in on variances such as demographics & clinical incidences.

Alfa D'Amato talked about the integrity of the NSW Health costing data and presented the analytics data from PPM using the NSW reporting portal.

Dennis O'Keeffe shared the Peter Mac success with the PBRC Enterprise Billing System.

ACHSM Melbourne 2015



Garth Barnett and Geoff Evans at ACHSM Melbourne

PowerHealth Solutions was out in strength at the ACHSM/ACHS Asia Pacific Annual Congress in Melbourne 28-30 October 2015, exhibiting, sponsoring coffee for delegates, as well as presenting a paper.

Since 1 July 2014, Commonwealth public hospital funding has been directly determined by the Activity Based Funding system where public hospitals are paid based on the National Efficient Price for the number and mix of patients treated.

ABF Expert Garth Barnett presented a paper that explained Activity Based Funding and its impact on clinicians, health service managers, and safety & quality healthcare professionals.

As funding is finite and the National Efficient Price is fixed, the ABF system motivates hospitals to be more efficient in order to get more out of funding.

PowerHealth's PowerPerformance Manager system calculates and reports on hospital performance in detail. It is important for the health industry that this information is accessible to clinicians and managers so that they can actively improve health unit performance and patient outcomes.

Health Roundtable 2015



PowerHealth Solutions participated in the Health Roundtable Innovation Workshops 19-20 November 2015 in Sydney.

Over the two days, presenters from health services and organisations all over Australia shared their innovative solutions to issues encountered.

The 194 papers were grouped into four streams:

- Improving patient centred care
- Improving operational performance
- Meeting clinical performance targets
- Driving improvements with Health Roundtable data.

The Health Roundtable's rapid fire session workshop format set the pace for exciting networking and information exchange.

Geoff Evans from PowerHealth Solutions presented a paper on the Missing Links in the Healthcare Value Chain, in which he discussed the importance of linking quality/safety, performance and cost in order to optimise value in the health system.

Geoff had suggestions on changes that needed to be implemented, which were very well received. While many health services are well on their way, a couple of key missing links have yet to be addressed.

APAC Auckland 2015



PowerHealth Solutions participated in the 2015 Asia Pacific Forum in Auckland from 23-25 September to showcase our Datix patient safety solution at the Skycity Auckland Convention Centre. Datix is an internationally successful system and is ideal for the Australia and New Zealand healthcare industry because:

It is a proven patient safety system

Adopted by the Midlands DHB and Northland DHB in New Zealand, Datix is used in all public hospitals in SA, WA, TAS as well as the Mater Community Hospital in Australia.

It is easy to deploy

Datix runs on any PC via a web browser, and has low maintenance requirements.

You only pay for the modules you require

Datix's modular design accommodates any combination of the following modules – Incident Reporting, Risk Register, Complaints Handling, Claims Management, Patient Experience, Accreditation/Standards, Safety Alerts, and Hotspots.

It is fully configurable

Datix can be fully customised to meet your unique requirements.

PCSI The Hague 2015



PowerHealth Solutions is a regular at the annual Patient Classification Systems International (PCSI) conference and this year we ran a costing workshop at The Hague 14-17 October 2015.

This year's theme "Towards sustainable health and social care systems" focused on issues topping the health and social care agendas – case mix, health information, personalised health care, value-based approaches, assessment and appropriate funding. PHS international costing expert Nigel Michell conducted the costing workshop entitled "Patient Costing – Everything You Need To Know!" covering:

- Basic patient costing principles such as jargon, process, end result, worldwide usage, industry trends, factors involved in healthcare costs, and data inputs required.
- The merits of top-down vs bottom-up costing methodologies and the trade-offs involved.
- Concepts such as data linking, direct vs indirect costs, allocation statistics, relative value units, cost buckets, and cost outputs.
- Various results of costing – such as cost per service code, patient level costing outcome, cost by cost output, cost per DRG.

The course ended with lessons learnt and practical advice.

St Andrews Golf Classic



Garry Crispin (CFO, St Andrew's Hospital), Barry Smith (PHS Non-Exec Director), Darren Williams (Director, Datacom), Amanda Anderson (PHS COO)

PHS was proud to sponsor the 2015 St Andrew's Golf Classic at the Royal Adelaide Golf Club. Funds raised will be used to purchase a \$40,000 cold cap unit for reducing chemotherapy-induced hair loss.

PHS Soccer



Nigel del Fabbro, Aurelio Colosi, Oliver Tatlow-Lord, Aaron Nielsen, David Musson, George Mitev, Chris Marshall, Christian Moustrides (absent)

After 10 seasons and many close attempts at the Adelaide Corporate Challenge Indoor Soccer, the Power FC Team has finally won the championship!

2015 Footy Tipping Winners

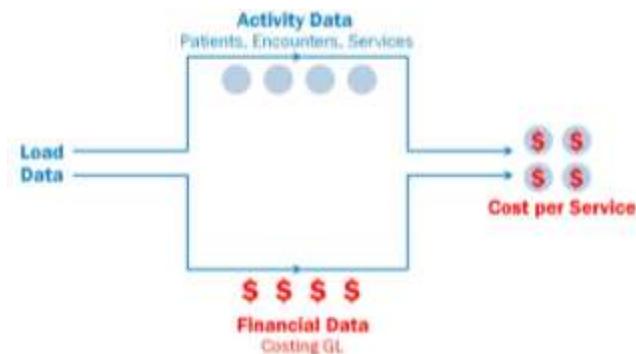
1. Christian Moustrides (PHS)
2. Suellen Fletcher (NSW Health ABF Taskforce)
3. Andrew Shearer-McBride (PHS)

PPM 1.5.2 introduces Actual-Revenue Processing

PPM version 1.5.2 introduces new functionality to process Activity Data and Revenue Financial Data to calculate Revenue per Service, in a similar process to the Patient Costing.



Actual Revenue



In addition to the traditional processing of Activity Data and Costing Financial Data to calculate Costs per Service, you can now process Activity Data and Revenue Financial Data to calculate Revenue per Service.



For the first time, hospitals will have access to both costing and revenue detailed data, and compare Revenue against Costs at the encounter, DRG, patient, clinical unit, clinician, ward, etc to identify gains and losses at the required level.

Minimising costs

By breaking down General Ledger revenues & expenditures to the encounter level, hospitals will have a complete picture of their business. Differences between revenue and cost can be tracked down to understand the locations and drivers for each variance.

Improvement efforts to minimise costs can then be targeted where they will make the most difference.

Public Patients

Where public hospital activity exceeds their funding cap, theoretical revenue can be used as an RVU to allocate actual ABF funding. Specific grants and other revenue sources can also be allocated down to Encounters using built service codes similarly to costing.

Private Patients

Actual revenue from private patients and other sources can be brought into PPM from your Billing System, to calculate Actual Revenue per Service.

Hospitals can additionally audit their Actual Revenue against Theoretical Revenue to identify discrepancies and understand the locations and drivers for each variance. They can then take action to reduce any billing errors and maximise returns.



Theoretical Revenue

PPM has traditionally used the Rulesets Module to model theoretical revenue or funding for healthcare organisations.

For public hospitals this is based on the Activity Based Funding rules from the Government.

For private hospitals this is based on the provisions of their contracts with private health funds.

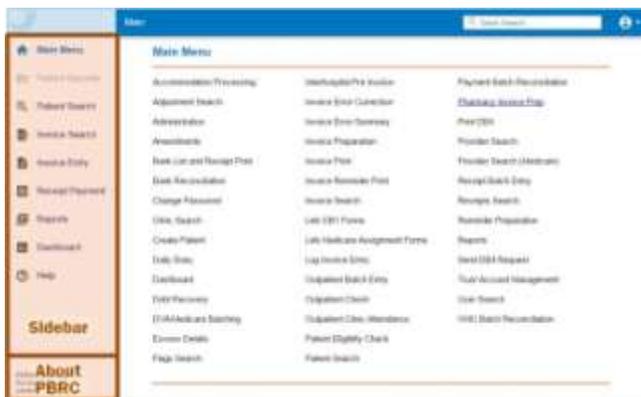


Hospitals could then compare their Theoretical Revenue against Costs to identify variations and analyse the causes, along with performing P&L modelling for private health fund negotiations.

New Look PBRC-AE

PBRC-AE version 1.23 has been released and has a new-look user interface and a powerful new Invoice Search for improved usability.

Standard Left Panel



Sidebar

The navigation sidebar on the left contains a menu of the most frequently used functions. You can jump straight to a function without having to return to the main menu.

About PBRC

The bottom left corner contains information about the system, useful when logging PowerAssists:

- Environment — eg Production or Test
- Version number — eg version [1.23.0.0.0.1456]
- Screen name — eg sbmt10.

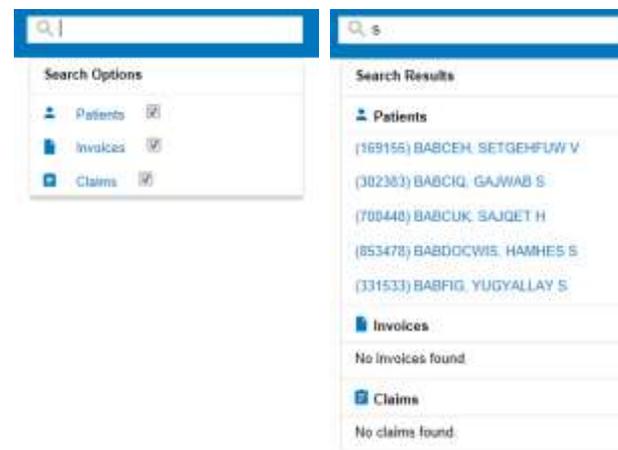
Standard Header



Quick Search

You can easily search for records from any screen by typing into the Quick Search field in the top right corner of the screen.

You can speed up the search by specifying the type of record required.



User Settings

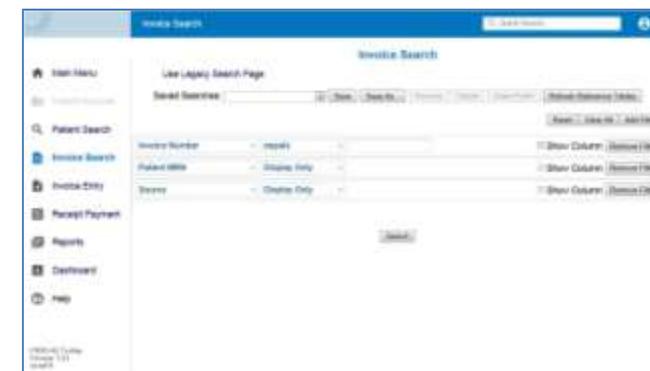
The user settings tells you which user account you are using (if you have more than one), allows you to change your password, and to logout.



Tabs

When you open a record, its related screens are organised into tabs at the top. The current tab stands out as it is bolded with a white line under it.

Invoice Search



The Invoice Search is simpler and yet more powerful. With the uncluttered screen, you can better focus on searching for invoices.

Start the search with one criteria and add more criteria until you find the required record(s). Your search can be as simple or complex as required.

Once you have created a useful search, you can save it for re-use. You can also share commonly used searches with other users by making it public.

Datix User Suggestions



Another great resource for Datix users is the Suggestions function, available on the Datix Knowledge Base.

Any Datix user can post suggestions to the Datix Development Team. The Datix community can then promote or demote each suggestion. In this way, the most popular suggestions get promoted to the top for possible inclusion in future releases.

View suggestions

You can view suggestions easily using lists such as Popular Suggestions, Recent Suggestions, Top All-Time, and Comments. Each of these lists can be additionally filtered by Category and Status.

Categories

During posting, each suggestion is assigned to one or more categories, for easy filtering. These categories include modules (Claims, Incidents, Risk Register, etc) and functions (Actions, Distribution Lists, E-Mailing, etc).

Status

The status of a suggestion during its lifecycle:

- Open – when a suggestion is posted, it is open to votes and comments from the Datix community.
- Under Review – when a suggestion is being reviewed by Development.
- Accepted for a future version – if Development will include it in a future version.
- Released in v XX.X – which version contains the suggestion.
- Rejected – if Development rejects the suggestion.

Voting

When you promote a suggestion, you add 10 points to it. When you demote a suggestion, you take 10 points away from it. Think carefully before you vote, as you cannot undo it.

Commenting

You can add to an existing suggestion by adding a comment.

Avoid duplicate suggestions

Before you post a suggestion, use the Search to check if your idea has already been suggested.

To login

1. [Click here to access the Datix Knowledge Base:](#)
 - Enter your username & password.
 - Click **Login**.

If you don't have your username & password, log a PowerAssist to request your access details.
2. Select the **Suggestions** tab.

October Wine Tasting Tour



On Saturday 10th October 2015, PHS staff hopped into a chartered bus for a wine tasting tour through the Adelaide Hills Wine Region. Staff were delighted when a couple of winemakers took the time to share their expert knowledge with the group.

The route wound through Nepenthe Wines in Balhannah, Deviation Road Winery in Longwood, Grumpy's Brewhaus and Sidewood Estate @ Maximilians in Verdun and Barristers Block Winery in Woodside. The views were spectacular, with vine-covered hills stretching to the horizon.



Getting to know Stuart Mead

Manager, Project Management Team

Stuart is the Manager of the Project Management Team. He supports the Project Managers across their implementation and account management related tasks across all of the PHS products. In addition, Stuart also performs a project management and account management role for selected clients.

Stuart loves to travel — his clients often joke about “when isn’t Stuart going on a holiday”. His most memorable holiday to date was in March 2014 when he attended Coachella (3-day music festival) in California. It was definitely a once-in-a-lifetime experience.

Stuart’s next adventure starts in India this December 2015 where he is attending a traditional Indian wedding. After that he is travelling to London to spend Christmas there.

Stuart will have plenty of stories to tell from his exotic holiday when he returns to work in January 2016.



Favourites

Food	Bangers and Mash – it would be my last meal!
Movie	The Green Mile
Book	Gone Girl (most recent anyway)
TV Show	Cops!
Musicians	Adelaide Symphony Orchestra, Pete Murray, The Killers
Sport/Team	Adelaide Crows and the Rabbitohs
Pastime:	Going to sporting events and travel
Gadget:	My auto park function in my car
Holiday Destination:	Thailand

Getting to know Marie Byrne

Costing Consultant

Please welcome Marie Byrne, a PPM Costing Consultant in the newly setup Irish office.

Marie has a Bachelor’s degree in Business Management and has recently qualified as a CIMA Management Accountant.



Marie loves to travel, and with her boyfriend has seen many places around the world including South America, Thailand, USA and Europe. Marie had a near death experience on “Death Road” in La Paz, Bolivia on a mountain bike. Luckily she did not fall off the cliff edge and only dislocated her collar bone. She returned to South America again in 2014 for the World Cup in Brazil, a once in a lifetime experience.

She loves cookery shows, particularly My Kitchen Rules (MKR) and MasterChef. Her boyfriend however constantly complains about her watching these shows and not seeing results in the kitchen!

Favourites

Food	Mam’s shepherd’s pie, anything fish/seafood related and chicken wings
Movie	The Departed
Book	Harry Potter, Shantaram
TV Show	The Sopranos/Breaking Bad/Blacklist
Musicians	Arctic Monkeys
Sport/Team	Swimming
Pastime	Travelling, going to the gym, spending time with family and friends, going to gigs
Gadget	iPod
Holiday Destination	Colombia