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A Word from Patrick

Well what a fantastic financial year it's been! New PPM, PBRC and Datix clients ranging from places as far away as Qatar and Saudi to NZ and country Victoria. A great reference site in the Alfred for our new hospital wayfinding application PowerNav, and of course a big win in Quebec, Canada for the deployment of PPM across a province of 8.6 million people.

Quebec is very important for PPM as it not only provides for the implementation of PPM across the province, but also for PHS to utilise the resulting information from PPM to deliver efficiencies across the system. This requirement moves PPM to another level. What will result from this project are algorithms, methodologies, reports and analysis that will become stock standard within the PPM application and available to all users in years to come. It is a game changer!

So as we start a new financial year, I wish you a great year to come and look forward to an ever growing successful partnership between PHS, its employees—who are the backbone of our success—and our clients.

Click or scan to read our newsletters online...



Click or scan to follow us...



Don't miss out on your opportunity to 'share, experience and learn' at the 2017 PHS User Conference.

Early bird registrations are open until August 18th.



PHS in the News

PowerHealth Solutions Wins Quebec Contract

PowerHealth Solutions has been selected as the preferred provider for the rollout of its patient level costing system, PowerPerformance Manager (PPM), across the entire province of Quebec.

In June, after an exhaustive 15-month, nail-biting tender process PowerHealth Solutions was awarded a \$44 million three-year deal in a major coup for the firm.

The victory, against a significantly larger company with a strong foothold in the Canadian market, has estimated that this project will drive down costs and save millions and will provide a job boost to PowerHealth Solutions which will deliver patient level costing across all acute, sub-acute, mental health and primary care patients.

Quebec has a population of approximately 8.5 million and around two hundred hospitals. The project aims to deliver robust patient level costing across all acute, sub-acute, mental health and primary care patients over a three-year period.

The project was awarded to PowerHealth Solutions

“In all my 20 years of experience, I have never seen such a well-designed project, where PHS is not only responsible for the delivery of patient level costing across the province but also to engage with clinicians and managers in order to drive quality of care and efficiency.”

following an extensive bidding process as part of the reform to establish patient-centred funding within the Quebec health and social services network.

PowerHealth Solutions believes its cutting-edge technology, supported by extensive research and development, and ease of deployment, account for the significant cost savings.

“PHS feels very privileged to have been selected for this fantastic project. In all my 20 years of experience, I have never seen such a well-designed project, where PHS is not only responsible for the delivery of patient level costing across the province but also to engage with clinicians and managers in order to drive quality of care and efficiency.”

“It’s probably the most exciting project we’ve ever been involved in,” he said. “It’s not just for the deployment of our application but we also get to do analysis and engage with clinicians around efficiencies.

“There will also be more jobs in SA, all the development will be done out of SA.

Patrick said the win was evidence of the capacity of South Australian companies to make it on a global scale and to win against the odds.

Mum’s the word...

Patrick’s mother, Renee Power was instrumental in helping PHS to secure the Quebec contract.

After spotting an article in the newspaper about the rollout of a patient costing system to 200 hospitals in Quebec, she sent the article to Patrick who immediately followed it up. “It was incredible luck”, said Patrick.

And the rest...is history!



Renee Power enjoying a thank you lunch with senior PHS staff, Dr Pierre Cagne, Amanda Anderson and Serge Boulard

Support

PHS Client Implementations

Alfred Health Phase 2 Implementation Success

In March, Victoria's Alfred Health commenced a Phase 2 implementation of PBRC-IE.

After successfully completing a Phase 1 multi-site implementation in 2016, which included inpatient accommodation billing, emergency and outpatients, Alfred Health was keen to leverage this work and expand the system to include TCP, Anaesthetics, Pathology, Respiratory, Medical Billing, Radiology and a number of other clinical and ancillary services.

The organisation will mainly be using their own resources for Phase 2 and will draw upon their own experiences and expertise gained during Phase 1 and post go-live.

PHS will augment the internal resources as Phase 2 requires changes to billing rules, financial class mapping, work-flows, document templates, invoicing and printing actions. Phase 2 incorporates multiple sequential User Acceptance Testing (UAT) and 'go-lives' to cover the Diagnostic, Clinical and Administrative areas targeted for PBRC.

Transition Care Program (TCP) and Anaesthetics have been successfully implemented and are now supported under a 'business as usual framework' supported by Power Assist and regular Account Management calls that reviews open issues.

PHS Project Manager, Keith Kranz, who has worked on both implementations said, "The success of the Phase 2 implementations is an example of the strong relationship and understanding that is developing between us".

The Alfred Health implementation is a great example of how a client is using PBRC to change its business practices to improve the bottom line.



Monash implements a PowerAssist 'Hour of Power'

Recognising the importance of making sure implementations incorporate some productive fun, Michelle Aldridge, PBRC System Administrator from Monash Health Team proposed a new, effective implementation tool now being used by the Monash Health Team.

Michelle and her team introduced an "Hour of Power" into their project activities to focus solely on PowerAssists. Michelle said "By dedicating an hour a day during implementation peak times, when PowerAssists needed review and responses, we are able to turn over quite a few PowerAssists and then get back to focusing on other activities".

Monash Health is currently part way through a major PBRC implementation.



Support Ratings Summary - Jan to July 2017

Every time you close a PowerAssist you are invited to rate our response to your issue. We collate these responses and post them on the website each month so that we can address any noticeable issues. Response ratings from Jan to July this year are shown here.

Please take time to rate our responses, we appreciate your feedback.



PowerAssist support ratings averaged across all products by month

Products and New Features

PowerPerformance Manager (PPM)

New Release Preview

The PHS development team continue to work on new features to streamline business processes in PowerPerformance Manager, with a new version scheduled for release later this year.

Here's a sneak preview of some of the new features.

PPM Mobile Time Study Data Integration

The PPM mobile data integration feature includes the ability to load data from PPM Mobile into PPM, enabling the creation of accurate Service Data. The new interface makes it easy to build a study from the data imported from PPM Mobile.



Indicator Feature

Unlinked Services

2277

The Indicator feature provides a bold visual cue for crucial data, and can be colour customised. For example, you could use it to display the number of unlinked services against a source system that should have no unlinked data.

Pie Chart and Gauge Dashboards

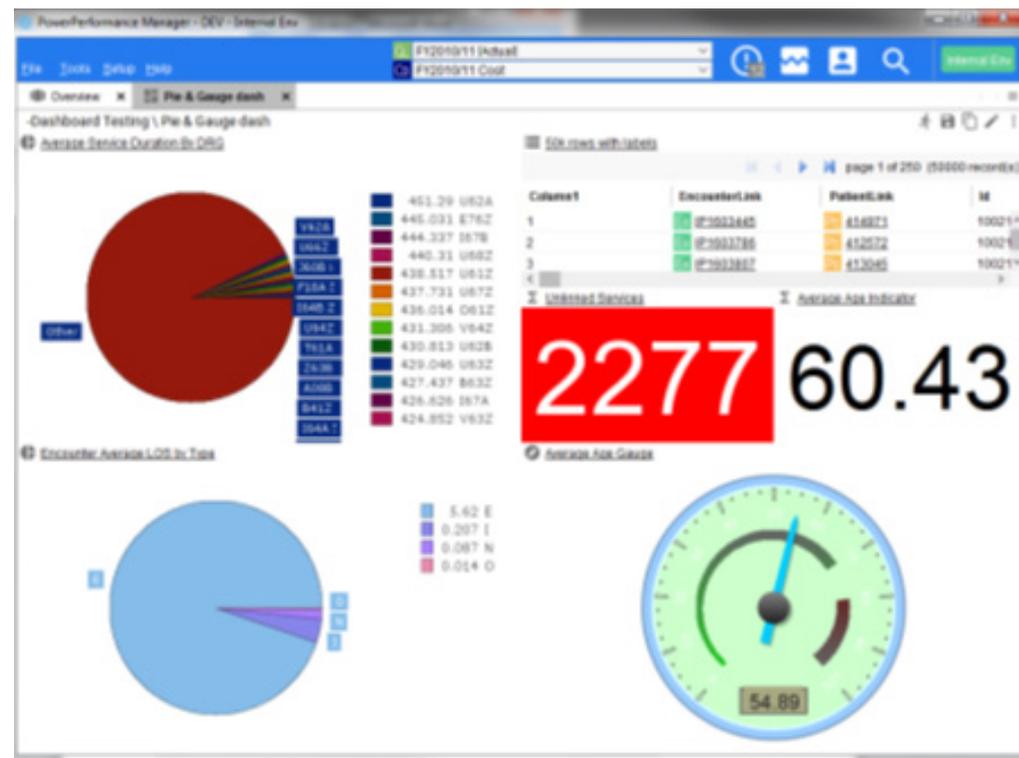
The new Pie Chart, Gauge and Dashboard features are data source driven and user configurable, providing the ability to display your important data at a glance.

Multi-tasking

The new Multi-tasking function will allow multiple services to run at once. Unlike the current functionality, which displays a progress indicator for the whole application, this new feature will display a progress indicator only for those reports and queries that are currently active.

These new features are just an example of some of the new functionality in the next release of PPM.

Keep in contact with your PPM Consultant for more updates and watch the website for future training dates.



PPM new Pie Chart and Gauge dashboard features

PowerBilling & Revenue Collection (PBRC)

The PHS Development team have also been busy developing the latest version of PowerBilling & Revenue Collection (PBRC).

PBRC-IE 2.4.2 has been recently released with some new features that will provide added functionality around the data models and more streamlined navigation.

Also included in the new release is an optimised Quick Search function providing expanded searches and the ability to search invoice and Encounters together. The release also features an embedded tables function.

Stay in touch with your PHS PBRC consultant for more information about updated PBRC features.

Look out for next year's PRBC -AE and IE training events and keep in contact with your PBRC Consultant for more details.

Datix

Successful NZ Implementation

The Datix team has had a busy six months with a recent successful go live in New Zealand's Auckland District Health Board (DHB).



This implement of Datix means that more than one-third of New Zealand's healthcare system are now using the Datix software application to manage incidents, complaints and risks.

Datix User Group

The Datix User Group meetings cover a host of useful information for Datix users.

The last user group meeting was held on July 12 and included the following items:

- Top tips and best practices from the PHS Datix team
- Innovative idea sharing from the client base
- Australia/New Zealand region specific enhancements
- PHS User Conference update

Datix Release

The latest version of Datix (v14.0.23) was released in late June. For more information on software updates and how to upgrade contact Paul Woodward at PHS.



Paul Woodward,
Product & Business Manager

New Faces

Welcome to all the new starters who have joined us in the Adelaide office this year.

Back in April, Thuong Chau joined the PBRC consulting team as a Technical Billing Consultant, followed closely by Leah Spencer our Admin Assistant who joined us in May.

Virginie Ducruc joined the PPM Consulting team as a PPM Consultant in June, and our most recent additions, Prexa Damani (Tester) and Jade Salisnew (Project Manager) joined us in July.

We are very pleased to welcome you all to PHS, and we wish you every success in your new roles.



Left to right: New starters Adelaide: Jade, Leah, Thuong, Prexa and Virginie

Conference Calendar 2017

PHS User Conference



All PHS users are invited to attend the PHS 2017 User Conference, which will take place at the Sydney Hilton on the 9-10th October.

Featuring two days of presentations from invited speakers, hand-on-training opportunities and a fantastic networking dinner at Luna Park, our conference provides a relaxed learning environment in which you can network with peers, and share new ideas and experiences.

At only \$200 for early bird registration, it is an event not to be missed – register early to qualify.

See our website for full details.



The Crystal Ballroom at Luna Park boasts breathtaking views of the harbour

Conference Round-up 2017

PHS attended three of the largest health and medical conferences on the global conference calendar this year.

The Arab World Health convention was held in the Dubai International Convention & Exhibition Centre in January and is the largest gathering of healthcare and trade professionals in the Middle East and North Africa region.

More than 4,400 of the world's leading healthcare companies from 70 countries exhibited at this year's convention including PHS.

PHS also attended the Australian Private Hospitals Association (APHA) 36th National Congress held in March in Brisbane and the 2017 HIMSS Annual Conference & Exhibition held February in Orlando which hosted more than 40,000 health IT professionals, clinicians, executives and vendors from around the world.

These major conferences provided an opportunity for PHS to introduce its products to a wide range of businesses and health industry stakeholders.

PowerHealth Solutions, Project Director, Evie Karagiannis, said the events were a great opportunity to support one of our partners, Superior Business Solu-

tions, and to demonstrate and promote the new PHS PowerNav device and applications.

“PowerNav generated a significant amount of interest in conference delegates and provided an excellent opportunity to connect with organisations who could potentially benefit from the application.

PowerNav provides a real-time navigation in large hospitals and organisations as a replacement for traditional ‘You are here’ maps”.



PHS Project Director, Evie Karagiannis (right) with partners, Superior Business Solutions at Arab World Health Convention

For more information about PowerNav,
email enquiries@powerhealthsolutions.com

PHS in the Community

Tennis Challenger

Once again, PHS were proud sponsor the City of Onkaparinga Tennis Challenger, which began on 31st December 2016, culminating in the doubles and singles finals on 8th January 2017.

Patrick welcomes the opportunity to support up-and-coming tennis players in this prestigious event, saying, "Supporting our community through sporting events such as the ATP challenger not only promotes interest in the sport but also brings international recognition to South Australia. We are proud of our association with this event."

The singles final saw unseeded German, Peter Gojowczyk defeat Australian teenage wild-card, Omar Jaskia, 6-3, 6-1 to take the title.

In an exciting doubles final earlier in the day, top seeds Hans Podlipnik-Castillo of Chile and American Max Schnur defeated unseeded Australian duo, Marc Polmans and Steven de Waard in a match tiebreaker.

The Challenger is one of the longest standing Australian Pro Tour events in South Australia. As well as placing South Australia on the world stage, it provides locals with the opportunity to see some world-class tennis action, right on their doorstep.

Offering \$US 75,000 in prize money and significant world ranking points, the tournament has cemented its place on the Australian Pro Tour calendar over the past two years. Today's top players, such as Rafael

Nadal, Novak Djokovic, Roger Federer, Andy Murray and Thomaz Bellucci, have all played in the ATP Challenger Tours, which, in turn, have launched their careers onto the ATP World Tour.



Unseeded German, Peter Gojowczyk defeated Australian teenage wild-card, Omar Jaskia, to take the title in the singles final

Software Version Check

PHS is committed to regular software updates, bringing you new features, enhancements, and fixes. Check the table below to see if you're running the most up-to-date version.

Product	Latest Version	Where to find the version number
PPM	1.5	Login screen Help > About
PBRC-IE	2.4	Login Screen Help > About
PBRC-AE	1.24	Bottom left corner of each screen
Datix	14	Bottom left corner of each screen

Need the latest version?

If you are running an earlier version and want to upgrade, log a request in PowerAssist.



[Go to PowerAssist](#)

Each version release is accompanied by release notes, which can be accessed from the Client Downloads web page.



[Go to Client Downloads](#)

PHS People and Events

Healthcare Charity Award

Following our story on Caitriona Ryan's fundraising efforts last December, we are proud to announce that 'Ireland's Biggest Santa Cycle' scooped the charity event of the year at the Irish Healthcare Awards.

The Santa Cycle was one of six short-listed from 82 fundraising initiatives nominated in 2016.



The event took place last December and saw more than a thousand Santa's on their bikes to raise funds for two ultrasound scanners for the paediatric hospitals in Ireland.

Organisation for this year's Santa Cycle 2017 is well under way, with 3000 Santas expected to ride.



Caitriona (centre) receives her award at the 2017 Irish Healthcare Awards in Dublin

2017 Marilyn Jetty Swim



Since 2014 the Marilyn Jetty Swim at Brighton beach, Adelaide, has become a landmark charity event to help raise funds for Breast Cancer research and support and provide a bit of glamour to the Brighton Jetty Classic open water swim event.

A bevy of 'Marilyns' dressed in blonde wigs, red lippy and white bathing suits converge on the beach to take part in the swim and this year, and we were proud to support our very own 'Marilyn', PHS' Commercial Accountant, Shelley Woodward, in this very worthy cause.

Funds raised for Cancer Council SA this year currently stand at over \$90,000, with a total of over \$200,000 over the past four years.

Congratulations to all the 'Marilyns' and fantastic effort Shelley, hope you had a great swim!

Paul's Marathon Effort



Datix Manager, Paul Woodward completed his first marathon at the Barossa Marathon Festival in May.

Paul's dedication to his strict training regime, which included a daily bike ride from office to home and back again (approximately 20 kilometres each way), paid off and he achieved a very respectable finish time of three hours and 28 minutes. Well done, Paul!

The picturesque Barossa Valley has hosted this world class event for a number of years and the marathon is known as an excellent course to get a qualifying time for other events around the world including the Boston Marathon. However, according to Paul, drink stops at the Barossa Valley event did not include wine.

We're looking forward to Paul's next extreme sport challenge, stay tuned!



Getting to know Emma Martin

Costing Consultant (AU)



Emma Martin

Emma is a PPM Consultant in the Patient Costing Team. She is involved in outsource within South Australia and supports other sites through Power Assist. Emma also conducts PPM training and has recently been involved in several Private Costing Studies. Emma says that working with the PHS team on the recent PHS Quebec tender is a project she is most proud of—apart from her three beautiful children, that is!

With 16 years' experience with PHS, Emma is very well-versed in the PPM application and believes the product has many features that can be used to streamline an organisation's processes even further.

Emma encourages clients to contact their PPM consultant to find out more about maximising their PPM application knowledge.

Emma's Favourites

Food	Any Asian cuisine, spicy foods
Movie	The Great Escape
Book	Pride and Prejudice
TV Show	Rake
Musicians	Passenger, The Civil Wars, Metallica, Garth Brooks
Sport/Team	Port Adelaide Power
Pastime	Reading, the beach
Gadget	Ice dispenser on my fridge
Holiday Destination	St Lucia or Barbados

Getting to know Geoff Evans

Business Development Manager (AU)

Geoff joined us in October 2015 as the Business Development Manager, a relatively new role with PHS

Having previously been a CFO in the public health sector, he is now the product lead for the new Power Budgeting, Forecasting and Modelling (PBFM) product and is about to finalise our first implementation.

Geoff also has a strong connection with PPM costing and plans to link the two products to add value for healthcare management.

Having spent time away in Queensland, South Australia is still home, with his children, grandchildren, family and close friends spread across the State. Getaways to visit family and friends in their motor-home are ideal as they can just pull-up and plug-in without disrupting the household they visit.



Geoff Evans

Geoff's Favourites

Food	Pasta
Movie	Comedy
Book	Sport
TV Show	iFish
Musicians	Coldplay
Sport/Team	Adelaide Crows
Pastime	Getaways in our motor-home
Gadget	Sony wireless speaker
Holiday Destination	Hong Kong