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## PowerHealth News

### PowerHealth to Provide Billing Solution for Queensland Health Partnership

**PowerHealth, Adelaide-based developer of market leading back office health-care products, will provide the LIS billing component for Queensland Health's pathology laboratory information system (LIS).**

PowerHealth partnered with Sunquest Information Systems in its successful bid to provide laboratory-related software solutions for Queensland Health services, comprising 124 hospitals, 70 primary health centres and clinics, 17 aged care facilities and 33 extreme remote multi-purpose health services. The 10-year tender, valued at AUD \$68.5 million will support improved care responsiveness and healthcare outcomes for the state of Queensland.

Designed to integrate easily with patient management and clinical systems, PowerHealth's international enterprise-wide healthcare billing application, PowerBilling & Revenue Collection (PBRC) will support the project by providing all billing functionality to the LIS, with a focus on eliminating revenue leakage and delivering billing efficiencies across all pathology disciplines.

Patrick Power, Managing Director of PowerHealth said, "PHS aims to be the very best billing engine around the world, allowing our international partners to expand into new territories as PHS removes the risks related to the complexities associated with localised billing rules and requirements. We look forward to future partnerships with Sunquest, both in Australia and around the world."

Click or scan to read our newsletters on-line...



Click or scan to follow us...



## Progress in Canada

### Office Opening - Montreal

In August PowerHealth's newly established operation in Quebec, Canada opened for business.

Following an exhaustive, nail-biting tender process, PowerHealth was awarded a \$44 million three-year deal as the preferred provider for the roll-out of the PowerPerformance Manager (PPM) across the entire province of Quebec.



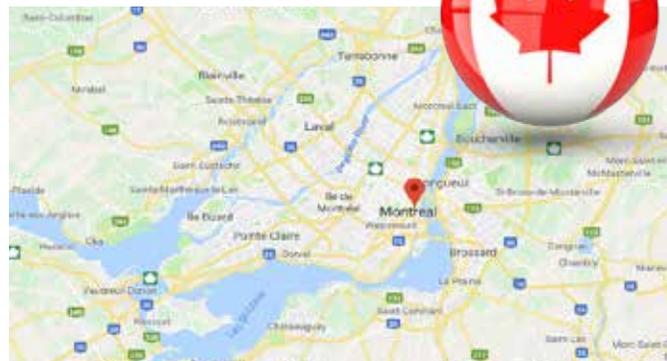
Patrick with Paul Tan, setting up the Montreal office

The new office, located in St Paul West, Montreal, houses over 30 staff across a range of functions, including: Project Management, PPM Consulting, Information Technology and Operational Support, as well as an in-house Translator to assist with French language materials and information.

Welcome our Canadian colleagues! We look forward to working with you and getting to know you all a little better in the coming year.



PowerSante office, Montreal



### Montreal Conference - Colloque Informatique santé

In the midst of setting up the new office, the Canada team introduced PowerSanté and PPM to local health professionals at the Health-Informatics symposium.



Nov 2017 - PowerSanté kiosk at Colloque Informatique santé

Held at the Centerxpo Cogeco, Drummondville, the focus of this unique event was the promotion of optimal ways to adopt best practices, leading to improved short and medium term results in information services, and meeting the objectives of the Quebec health network reform.

Throughout the conference, IT stakeholders from across Canada discussed issues relating to information security, healthcare transformation in the age of cognitive computing, business intelligence and reference terminologies.

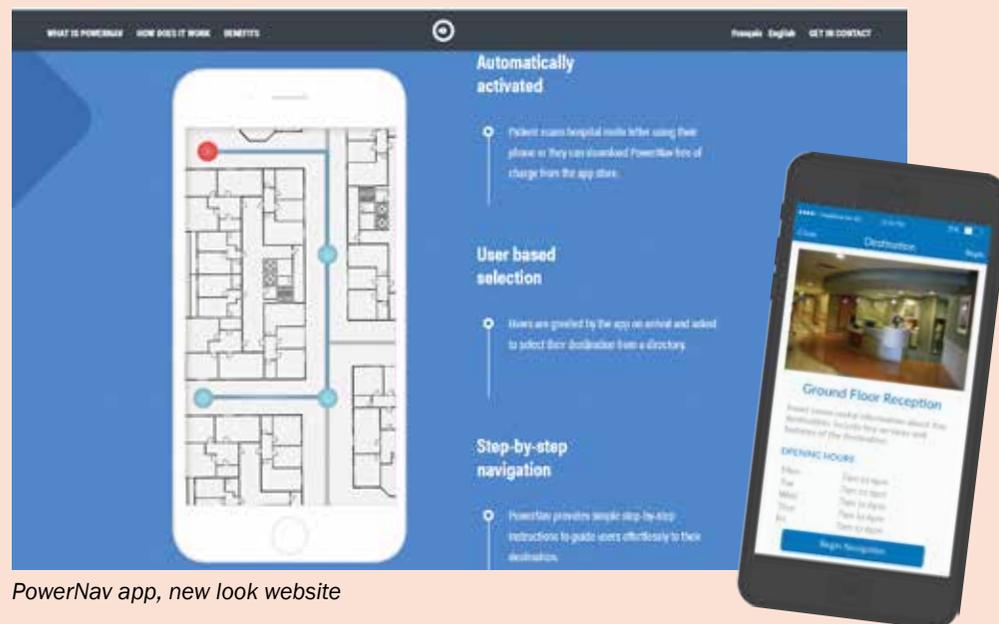
## Products and New Features

### PowerNav

Our innovative in-premises wayfinding system, PowerNav, has a new look website at <http://powernavapp.com>. Take a look to find out how PowerNav improves visitor experience within your facility by enabling easy self-navigation through the entire site.

Recently implemented at Alfred Health, the application is proving to be a great success in helping staff and visitors alike to navigate their way around the hospital premises.

For more information on how PowerNav can be used for your premises contact us via the website or email [ppweb@powerhealthsolutions.com](mailto:ppweb@powerhealthsolutions.com)



PowerNav app, new look website

### PowerPerformance Manager (PPM)

PowerPerformance Manager (PPM) has undergone some extensive improvements for version 1.6 (and subsequent releases).

As well as featuring a brand-new look and feel, it now has some new functionality, designed to improve efficiency and productivity.

For example:

- Expanded linking options in the Linking screen
- Increased functionality in the Tools Advanced Search option
- A new option for the GL reclass rules process, which allows the process to fail if any account/cost centre combination is sent into a negative amount
- Improved visual representation of data in PPM, including Pie Charts
- Users can continue to use other screens while a live query is running
- The new Time Study related screens are now available (for licensed sites), to load and analyse PPM Mobile data and transform it into service data for use in costing.

For more information contact your PPM consultant.

Time Study data screen

| Time Study    | Resource  | Role | Start Date             | End Date               | Duration (seconds) |
|---------------|-----------|------|------------------------|------------------------|--------------------|
| Time Study 1  | Res 0 307 | NSA  | 18-04-2018 12:43:33 PM | 18-04-2018 12:43:40 PM | 12                 |
| Time Study 2  | Res 0 313 | NSA  | 18-04-2018 12:43:33 PM | 18-04-2018 12:43:33 PM | 11                 |
| Time Study 3  | Res 0 312 | NSA  | 18-04-2018 12:43:39 PM | 18-04-2018 12:43:27 PM | 11                 |
| Time Study 4  | Res 0 313 | NSA  | 18-04-2018 12:43:53 PM | 18-04-2018 12:43:39 PM | 19                 |
| Time Study 5  | Res 0 314 | NSA  | 18-04-2018 12:43:53 PM | 18-04-2018 12:43:33 PM | 7                  |
| Time Study 6  | Res 0 312 | NSA  | 18-04-2018 12:43:27 PM | 18-04-2018 12:43:33 PM | 18                 |
| Time Study 7  | Res 0 314 | NSA  | 18-04-2018 12:43:36 PM | 18-04-2018 12:43:37 PM | 2                  |
| Time Study 8  | Res 0 315 | NSA  | 18-04-2018 12:43:23 PM | 18-04-2018 12:43:18 PM | 13                 |
| Time Study 9  | Res 0 312 | NSA  | 18-04-2018 12:43:33 PM | 18-04-2018 12:43:33 PM | 12                 |
| Time Study 10 | Res 0 305 | NSA  | 18-04-2018 12:43:33 PM | 18-04-2018 12:43:33 PM | 1                  |
| Time Study 11 | Res 0 315 | NSA  | 18-04-2018 12:43:33 PM | 18-04-2018 12:43:33 PM | 15                 |
| Time Study 12 | Res 0 315 | NSA  | 18-04-2018 12:43:33 PM | 18-04-2018 12:43:33 PM | 3                  |
| Time Study 13 | Res 0 315 | NSA  | 18-04-2018 12:43:33 PM | 18-04-2018 12:43:33 PM | 3                  |
| Time Study 14 | Res 0 312 | NSA  | 18-04-2018 12:43:33 PM | 18-04-2018 12:43:33 PM | 0                  |
| Time Study 15 | Res 0 312 | NSA  | 18-04-2018 12:43:33 PM | 18-04-2018 12:43:33 PM | 3                  |
| Time Study 16 | Res 0 41P | NSA  | 18-04-2018 12:43:33 PM | 18-04-2018 12:43:33 PM | 200                |
| Time Study 17 | Res 0 41P | NSA  | 18-04-2018 12:43:33 PM | 18-04-2018 12:43:33 PM | 15                 |
| Time Study 18 | Res 0 41P | NSA  | 18-04-2018 12:43:33 PM | 18-04-2018 12:43:33 PM | 15                 |
| Time Study 19 | Res 0 41P | NSA  | 18-04-2018 12:43:33 PM | 18-04-2018 12:43:33 PM | 12                 |

## PowerBilling & Revenue Collection

### PBRC-IE

PBRC-IE version 18.1 has a completely new look and feel making it more consistent across operating system versions. This release also includes new functionality, such as:

- Ability to save configuration settings on search and embedded search screens
- Ability to set saved searches as a global default, and for users to set their own personal defaults for search screens
- Added Edit permission check to the Payment Plan screen
- Added keyboard short-cut (Alt+V) to enable validation within the Service Batch Entry screen
- Added support for thresholds to be configured when processing Medicare adjustments

### PBRC-AE

The latest release of PBRC-AE includes several new features such as:

- Extended version of the acute care certificate report
- Availability of custom reports in the PHS folder, so that they are retained after upgrading the application (previously these reports needed to be redeployed after each version upgrade)

- New look and feel for 'Alerts', and the inbuilt alert system now uses a server-side cache to help with the speed of the application
- PBRC-AE now requires Java 8 to be installed on the hosting web server.

For more information on our PBRC products contact your PowerHealth consultant.

## Datix

### New Features and Fixes

Since the last PHS newsletter, eight Datix service packs have been released, which have collectively introduced over sixty new features and fixes!

Some of the highlights include:

- Introduction of 'Pinned queries' for the Complaints module
- Introduction of acknowledgement emails for the Complaints module
- Ability to import/export code set-ups in XML format for Extra Fields
- Performance improvements with 'My Reports'
- Enhanced audit capabilities

The latest version of Datix, v14.0.31, was released in early February. For further information on this version, including how to upgrade, please contact Paul Woodward at PowerHealth.

## Software Version Check

PHS is committed to regular software updates to bring you new features, enhancements, and fixes. Check your version. Are you running the most up-to-date version?

| Product | Version | Where to find the version number  |
|---------|---------|-----------------------------------|
| PPM     | 18.1    | Login screen<br>Help > About      |
| PBRC-IE | 18.1    | Login Screen<br>Help > About      |
| PBRC-AE | 18.1    | Bottom left corner of each screen |
| Datix   | 14      | Bottom left corner of each screen |

### Get the Latest Version

If you are running an earlier version and want to upgrade to the latest version, request your upgrade by logging a PowerAssist.



[Go to PowerAssist](#)

Each version release is accompanied by release notes, available on the Client Downloads website.



[Go to Client Downloads](#)

## Support

### PowerHealth Performance Ratings

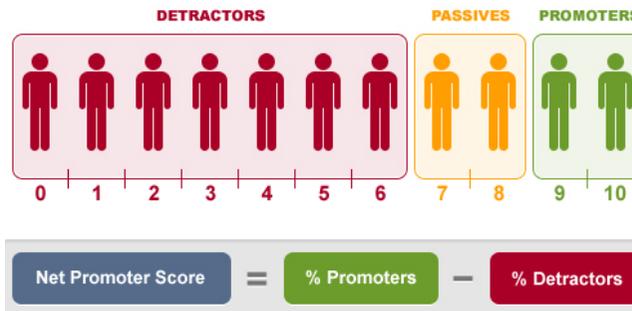
#### Net Promoter Scores - 2017



PowerHealth NPS per month for 2017

The Net Promoter Score is an index ranging from -100 to 100 that is used as a proxy for gauging overall customer satisfaction with products and services.

Calculated from customer feedback scores, the respondents are categorised as Promoters, Passives or Detractors. The NPS is calculated by subtracting the percentage of customers who are Detractors from the percentage of customers who are Promoters. Passives count towards the total number of respondents, decreasing the percentage of Detractors and promoters, pushing the net score towards zero.



#### Support Ratings Summary - 2017



PowerHealth support ratings 2017

### NT Health's PBRC Implementation - First Birthday

In mid-November 2016, PBRC was launched at NT Health. During the first twelve months following the PBRC implementation, the following improvements were achieved:

- Earlier identification of data issues in the billing process (i.e. before the invoice was issued, not after)
- Successful two-way interface with existing systems used in the organisation
- Greater transparency and linkages between hospital activity and invoicing
- The ability to track the invoicing and payment status of all patients in NT public hospitals
- The ability to identify and invoice hospital services that previously may have been missed

NT Health has advised that the next priorities are to work with PBRC users to identify any areas where configuration may need to be updated, additional training provided, or business processes refined to maximise PBRC functionality and integration.

| NPS® Leaders - N. America 2016 |     |
|--------------------------------|-----|
| Company                        | NPS |
| USAA                           | 80  |
| Costco                         | 78  |
| Nordstrom                      | 75  |
| Apple/iPhone                   | 70  |
| Amazon                         | 69  |
| Southwest                      | 66  |

Leading US companies Net Promoter Scores (NPS) 2016

The NPS index ranges from -100 to 100



## Conferences

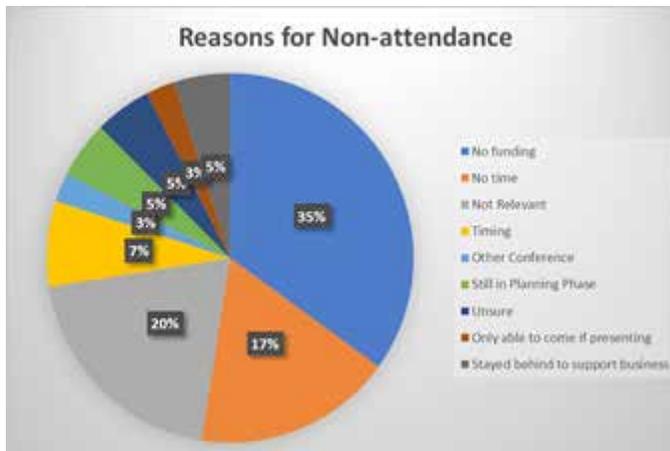
### PHS User Conference Feedback

Thanks to everyone who attended our successful 2017 PHS User Conference in Sydney. We had a great time, and from the feedback received it sounds as though you did too.

We are always interested to find out what our attendees thought of their experience, and how we can make improvements for next time. Here's what our survey results revealed.

### Reasons for Non-attendance

Respondents were asked the main reason why other colleagues from their organisation did not attend the PHS User Conference. The top reason given was lack of funding at 35%.



If lack of funding is preventing you from attending our user conferences, we are pleased to offer our Extended Support clients the opportunity to put aside one extended support day per year for two years, to enable one staff member to attend the conference. Flights, accommodation, attendance fees and dinner will be included for anyone who would like to take advantage of this offer. Please speak to your Account Manager to express your interest.

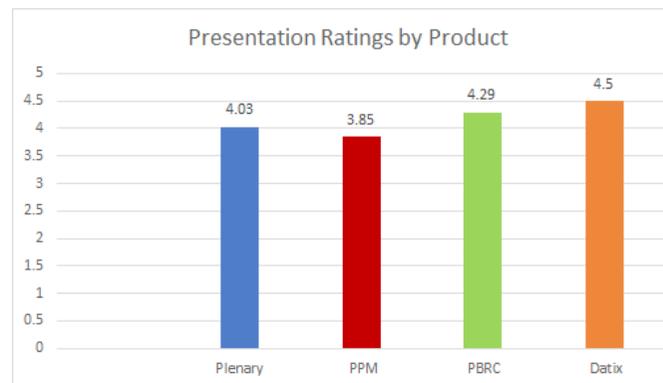
### Presentation Scores and Motivation for Attendance

Satisfaction ratings were gathered for the following:

- Quality of presentations
- Motivation for attendance.

### Presentation Ratings

Attendees were asked to rate the presentations they attended from 1 (low) to 5 (high).



### Motivation for Attendance

Respondents were asked their reasons for attending the conference from three options: networking, training and presentation topics. The survey results showed that 44.58% of delegates were motivated to attend by the presentation topics on offer.



When asked to state the most compelling reason for attendance, other options emerged, as follows:

- Networking
- Training
- Presentation topics
- To find out what others are doing
- Product knowledge connection with PHS
- Education and future direction

The most compelling reason for attendance was education at 26.92%, followed by networking and presentations at 19% each.

*Continued on page 7*

## ABF PCSI Conference 2017

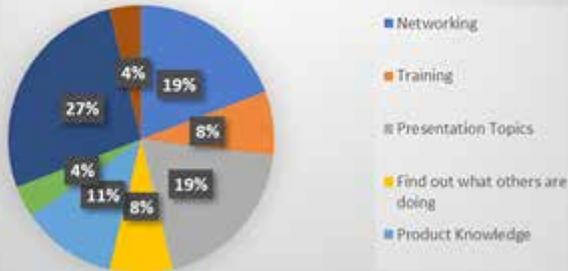
The Independent Hospital Pricing Authority's (IHPA's) Activity Based Funding Conference was held in Sydney from 9-13 October 2017. Focussed on 'Advancing value based healthcare', the conference explored how the combined data from patient activity and patient costs can be used to manage hospitals and healthcare systems, including initiatives in pricing for safety and quality.

Patrick and the Costing team attending our User Conference were perfectly positioned to contribute to the proceedings, being available to provide the latest information on our range of products as well as delivering four patient costing presentations:

- Patient costing principles
- Quebec and its approach to patient level costing
- How much direct care counts towards the patient experience
- Discovering the true cost of inpatient care



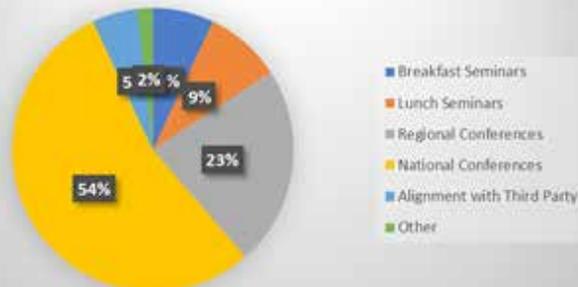
### Most Compelling Reason for Attendance



### Preferred Conference Format

Respondents were asked which conference format would work the best for them. A resounding 54.39% of respondents preferred the national conference format, followed by Regional Conferences at 23%.

### Preferred Conference Format



Contact your Account Manager if you would like to use our Extended Support offer for the 2019 User Conference. We look forward to seeing you there.

## PowerHealth People and Events

### Patrick's Story featured in Historical Society News

Asbestos is a town in the Estrie (Eastern Townships) region of south-eastern Quebec, Canada on the Nicolet River, and is famous for two things. Firstly, it is the site of the Jeffrey mine which, until recently, was the world's largest asbestos mine, and secondly it is the hometown of PowerHealth's Patrick Power.

Recently, the Asbestos Historical Society published a feature article about Patrick and revealed a few interesting facts about the town's other most famous export.

Patrick's father, James Power, began his career at the Johns-Manville Corporation as the Manager of Manufacture and Mining Products in 1961. Patrick's mother was a teacher and later became the Assistant Director of Pavilion 1 of the Escale high school.

Patrick completed his primary schooling at Sacre-Coeur school and the Polyvalente l'Escale (both in Asbestos), before moving to attend college at Colorado State University.



Patrick's childhood home was situated directly across the road from the local police station, so any news of schoolboy shenanigans was immediately known by Patrick's parents – usually before he got home!

Notably, Patrick was the only student in his class to give Christmas cards to his teachers.

The article also reflects on Patrick's many career achievements and recognitions, and how he came to build his business in Australia.

Read the full story –available in French and English.



### Staff Milestones

Several PHS staff celebrated milestones in 2017, including PBRC Consulting Manager, Frank La Fratta, based in Adelaide, who celebrated 20 years with the company in December.

Frank is one of the original staff members hand-picked by Patrick in the early days of PHS.

Also in December, Oliver Tatlow-Lord, PBRC Consultant, who is currently based in Ireland, reached 10 years' service with PowerHealth.

Congratulations to Frank, Oliver and all other PowerHealth employees who celebrated service milestones in 2017.



Frank La Fratta - 20 years' service award, Adelaide



Oliver Tatlow-Lord - 10 years' service award, Dublin

## Ben's Trek to Nepal

In October 2017, Adelaide-based Developer, Ben Carter, took part in a trek to Mount Everest Base Camp as part of a charity fund-raiser by the Crows Children's Foundation group. The purpose of the trip was to raise money for Childreach Nepal, supporting Nepalese children as the country rebuilds following the 2015 earthquake.



Recounting his experience, Ben said, "I really enjoyed being on the trekking trail. Getting up each morning knowing you had a big day ahead of you, being there at breakfast with a great group of people, especially our Nepali guides, aware that you were going to help each other make it up the mountain. And then the feeling of accomplishment you got at the end of the day knowing that your sore legs meant you were that little bit closer to your goal. Also, the views weren't bad either."

Fuelled by rice, pasta and potatoes, Ben said he was thankful for being able to survive with minimal altitude sickness although some parts of the trek were tougher than others.

"Being in Nepal exposed us to levels of poverty that we don't see in Australia. It was hard to reconcile how we live here at home – all the things we take for granted – and how some areas of the world are still struggling each day to meet their basic needs."

When the group had completed their trek, they visited a rural school that had still not been rebuilt since the 2015 earthquake.

Ben explained, "Half of our fundraising effort will be used to support Childreach Nepal to help rebuild the

school, for both the children's education and as a community centre for the village."

The Adelaide Crows Children's foundation also donates each year to local charities that support kids in need, and the other half of the fundraising will be put towards their charity sponsorship programs.

"We were incredibly proud that we'd achieved our goal and managed to reach such a remote place. The peak of Mt Everest itself is hidden from base camp, but we had spectacular views of the glacier and surrounding peaks. The next morning, I also had the chance to summit Mt Kala Patthar, which was another, 'Yes, I did it!' moment, and I got to see Mt Everest at dawn which was simply spectacular."



## Christmas Celebrations around the Globe

### Adelaide Christmas Decorating Competition

Tensions were high as the PowerHealth Adelaide office teams competed in the inaugural PowerHealth Christmas Decorating Competition.

The original brief was to decorate team areas with the best Christmas decorations, however, as tinsel and baubles began to appear around the office the competition slowly began to heat up as each team added more tinsel, more baubles, more lights and more special effects!

Whispered conversations were heard all around the office and sneaky 'walk-throughs' to check out the latest decorations in other team areas were common events in the week leading up to the judging.

The judging, held on Friday, 8 December, by the non-executive board members, was hotly anticipated and many competitors were still decorating up until the last minute, with other team members keeping a lookout for the board members' imminent arrival. Anticipation levels were as high as waiting for Santa to arrive on Christmas Eve! Board members were wooed with cookies, marshmallows, fake snow, high tech dancing elves and even an opportunity to sit on Santa's lap!

In the end the overall winner was the Project Management/Communications & Quality/Infrastructure team with its 'Santa's Naughty (and Nice) Corner Christmas

Wonderland, which included a realistic-looking faux fireplace and an appearance by Santa and Mrs Claus.

Thank you to everyone for contributing to the decorations - they made sure the Christmas spirit was high in the Adelaide office, throughout the festive season.

*Santa & Mrs Claus look on as judging begins in the Naughty (and Nice) Corner*



## Celebrations in Canada

The team in Montreal marked their first Christmas with some wonderful office decorations and a delicious celebratory lunch. The 'Best Dressed' award went to André Loiselle - a worthy winner!



Patrick presents André with the prize for Best Dressed



## Ireland Christmas Lunch and Farewell

Our colleagues in Dublin enjoyed a bitter-sweet Christmas celebration.

The team celebrated Christmas and the end of a very successful year, along with a farewell for Project Manager Brett Mander, who returned to Australia in December after spending 18 months working at the Ireland office.



Left to Right: Ireland's team lunch - Oliver Tatlow-Lord, Vikram Sundararajan, Frank Mutel, Kimberly Tseu, Caitriona Ryan and Brett Mander

## Getting to Know PowerHealth



### Virginie Ducruc - PPM Consultant (AU)

Virginie has been working in the Adelaide PPM team for almost 11 months. Her background is in Economics/Finance and her prior role expertise in Financial Modeling, so learning about PPM and SQL coding was something completely new! Her main role is to provide support to PPM clients. She has taken part in the Melbourne Health implementation and is also responsible for running costing at Cabrini Health.

Originally from Quebec, Virginie's first language is French. She spent eight years in the UK, studying in Glasgow and working in London.

Virginie loves to travel. Her favourite trips in the last few years were South America and Sri Lanka in 2016 as well as Turkey (Istanbul/Cappadocia) in 2015. Her next trip will be to Quebec for her wedding in August 2018.

Virginie has been learning Spanish for some time, and has recently completed the Spanish 4th Level at the University of Adelaide. She regularly attends Spanish speaker meet-ups in the city to keep up her practice.

#### Virginie's Favourites

|                            |   |
|----------------------------|---|
| <b>Food</b>                | French food                             |
| <b>Movie</b>               | The Fifth Element                       |
| <b>Book</b>                | The Perfume - Patrick Süskind           |
| <b>TV Show</b>             | The SuperVet                            |
| <b>Musicians</b>           | Bob Moses, Henry Saiz, Andhim           |
| <b>Sport/Team</b>          | Kickboxing - Rico Verhoeven             |
| <b>Pastime</b>             | Travel, Spanish, Kickboxing and Cooking |
| <b>Holiday Destination</b> | South America                           |

### Frank Mutel - Business Development (IE)



My main responsibilities include the promotion of PHS products and services to expand our client base in the EMEA market, as well as leading the Dublin office and its staff to support PowerHealth's worldwide expansion.

My hobbies include cooking and sports (running, cycling, swimming). I have completed a few marathons and competed in a few Triathlon events when living in the USA. I enjoy listening to music or the radio at home; we never had a television.

Every Valentine's day for 10 years (before the family came along), my wife Annie used to produce plane tickets to explore different part of the world: China, Thailand, India, Kenya, Tanzania, Peru, Bolivia, Brazil, Belize, Mexico and Cuba... backpacking for weeks, living like the locals. We laughed so much, we learned so much, but most importantly the experience made us more humble and appreciative of all we have. Traveling is the best education! We hope to pass this adventurous spirit onto our boys (Louis 3 and Elliott 6) – I think we already have!

#### Frank's Favourites

|                            |   |
|----------------------------|---|
| <b>Food</b>                | Love Indian food – don't tell my French parents!  |
| <b>Movie</b>               | 'Life is beautiful' (Benigni) – the story, the music, the photos, a masterpiece                                       |
| <b>Book</b>                | The Prophet (Khalil Gibran) – keep reading, keep finding new meanings – a truly inspirational book                    |
| <b>TV Show</b>             | I don't have a television!  |
| <b>Musicians</b>           | Folk music. Leonard Cohen, always manages to give me those 'Hallelujah' moments                                       |
| <b>Sport/Team</b>          | More of a 'doer' than a 'watcher', however, I am a great fan of Roger Federer, phenomenal person on and off the court |
| <b>Pastime</b>             | Outdoor pursuits with Annie (my wife) and the boys  |
| <b>Holiday Destination</b> | Recently, mostly Europe (France, Italy). Our 'must have' family holiday, skiing in the Alps.                          |

## Julie Tremblay - Project Manager (CA)



At PowerHealth, Julie is responsible for planning, executing and evaluating costing projects (PPM implementation) throughout the province of Quebec. Before joining the PHS team, she was employed in the pharmaceutical industry. She is currently pursuing a Graduate Specialized Diploma in Project Management and holds a B.A. in Physical and Health Education.

Julie likes to be active, enjoying sports such as ultimate frisbee and hiking.

Surfing on the Pacific Coast in Costa Rica, roasting marshmallows on a volcano in Guatemala, sleeping in a jungle lodge, visiting one of the biggest Mayan archaeological sites and enjoying the 'reggae vibe' on Belize's beautiful beaches are some of the wonderful memories Julie keeps from her trip to Central America.

In past years, Julie has participated in the 'Ultimate Frisbee Canadian Championship' (twice) and her goal would be to participate in one at international level.

### Julie's Favourites

|                            |   |
|----------------------------|---|
| <b>Food</b>                | Indian food and Baklava   |
| <b>Movie</b>               | The Untouchables, Into the Wild   |
| <b>Book</b>                | The Why Cafe  |
| <b>TV Show</b>             | I don't watch a lot of TV but one of my favourite TV shows ever is 'How I met your mother'                              |
| <b>Musicians</b>           | Damien Rice, Coldplay, Matthew and the Atlas  |
| <b>Sport/Team</b>          | Royal de Montréal (Montreal's Ultimate Frisbee Professional team)   |
| <b>Pastime</b>             | Play outside! Hike, run, snowboard, cross-country ski and play Ultimate Frisbee, of course.                             |
| <b>Holiday Destination</b> | For my next trips: I would like to: Hike in Patagonia and visit Argentina/Chile, and see the Northern Lights in Iceland |

## Radion Tudos - Costing Consultant (CA)



As a Costing Consultant, Radion provides training and support services to PPM clients in Quebec, as well as reviewing client costing data. Before joining the PHS team, he worked in the pharmaceutical industry, achieving a Ph.D. in Pathology in Moldova in 2007. More recently, he earned a Graduate Specialized Diploma in General Toxicology.

Radion is married with a beautiful wife and two wonderful sons, whom he loves very much. He enjoys fish-keeping, gardening, sports and outdoor activities.

Originating from Eastern Europe, Radion has travelled to many countries in that region, like Romania, Ukraine, Bulgaria, Russia, as well as England and the Czech Republic. He is fascinated by big Russian cities, and has visited Russia's capital, Moscow, although his most impressive travel experience was to Saint Petersburg in 2003, while the city was celebrating its 300th anniversary, during the White Nights phenomenon.

Radion would like to become a Costing Specialist at an international level and represent the company in many countries. He also has a long-term dream to play ping-pong and billiards with his great-grandchildren and maybe even win!

### Radion's Favourites

|                            |  |
|----------------------------|--|
| <b>Food</b>                | Soup, seafood and fish                                       |
| <b>Movie</b>               | Troy   |
| <b>Book</b>                | The Idiot by Fyodor Dostoyevsk                               |
| <b>TV Show</b>             | The Voice  |
| <b>Musicians</b>           | Bryan Adams, Ennio Morricone, Carla's Dreams                 |
| <b>Sport/Team</b>          | Ping Pong, Canoe/Kayak                                       |
| <b>Pastime</b>             | Camping, billiards and spending time with family and friends |
| <b>Holiday Destination</b> | Native country (Moldova)                                     |