PowerHealth Solutions

PowerPoints

Driving Healthcare Efficiency — 20 YEARS — 1995 - 2015

PowerHealth Solutions Newsletter

December 2016

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Do You Have a Story?

If you have an interesting story that you would like to share with the PHS Community, please email Bev or Tania at: media@powerhealthsolutions.com

A Word from Patrick

It's been another long and successful year. I spent 168 days away and travelled almost 400,000 kilometres across 63 cities. In that time, we successfully entered Qatar with PBRC and followed up on our recent PBRC entry into Saudi Arabia with sales of PPM into that market as well. We are also very close to entering the Canadian market, being one of two companies short-listed for the provincial-wide roll-out of patient level costing across Quebec.

In 2016 we also launched three new applications as we look for new ways for our clients to improve their business processes, interaction and experience. Our new products are innovative and disruptive and are at the forefront of utilising new and low cost technology to deliver maximum ROI. They include:

- PowerNav, an in-hospital wayfinding app

- PBFM, a transformational budgeting, planning, reporting and performance management application that integrates to PPM to drive ABF and automate monthly forecasting

- PPM Mobile, an app designed to improve patient costing through automated data collection of actual staff-to-patient contact time

Finally, 2016 saw the growth of our Ireland office with the appointment of Business Development Manager, Frank Mutel, and relocation of Brett Mander. We also relocated one of our Australian Billing Consultants, Oliver Tatlow-Lord, as part of an initiative to form and train an EMEA billing team, as we look to grow our opportunities in that part of the world.

To close, I wish you all a successful end to 2016 and a peaceful and enjoyable break over the holidays with friends and family. I look forward to working with all of you in the New Year.

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PHS in the News

PHS Partners with Adaptive Insights

In November, PowerHealth Solutions announced an exciting partnership with Adaptive Insights, the recognised leader in cloud performance management (CPM), and is set to transform the budgeting, planning, reporting and performance management processes of healthcare organisations.

This partnership enables PHS to combine Adaptive Insights' sophisticated modelling and planning environment with PowerHealth's leading costing and billing products to provide a comprehensive, agile business planning solution.

"Being an Adaptive Insights partner, as well as a customer, I was impressed by the solution's powerful functionality and ease-of-use," said Amanda Anderson, Chief Operations Officer at PowerHealth Solutions. "I immediately understood the immense benefits that this solution could bring to healthcare organisations across the globe. This agreement will deliver a solution that dramatically reduces the time and effort associated with building complex, accurate healthcare budgets."

Amanda Anderson, COO

The agreement adds PowerBudgeting, Forecasting & Modelling (PBFM) to PowerHealth's range of products.

In developing PBFM, PowerHealth Solutions used its deep knowledge of the healthcare industry along with data integrated from the PHS Costing system to develop a planning and forecasting solution that will provide healthcare organisations with a rich set of forecasting and scenario analysis functionalities. As a result, they can significantly reduce health budget build times, improve budgeting accuracy and better plan their businesses overall.

"Healthcare is one of our fastest growing market segments, and our worldwide partner ecosystem plays a vital role in that rapid growth," said Carolee Gearhart, Senior Vice President of customer success and global channels at Adaptive Insights. "We believe the demonstrated success of PowerHealth Solutions' leading costing and billing products for the healthcare industry will be a win for our customers."

As an Adaptive Insights partner, PowerHealth Solutions undergoes an extensive certification program and is subject to rigorous standards and ongoing evaluation to ensure a high degree of quality and customer satisfaction.

> **"This agreement will deliver a solution that dramatically reduces the time and effort associated with building complex, accurate healthcare budgets."**

PHS appoints business development leader for EMEA

Frank Mutel joined the PHS Ireland office in July, adding to the growing staff at the PHS office in Ireland, which was established in 2012.

With a world-class MBA from the UCD Michael Smurfit Business School and more than 17 years' experience in business development, Frank is perfectly positioned to lead PHS' customer acquisition and partnership development efforts in Europe.

In keeping with PowerHealth Solutions' strategic move to build its global coverage, Frank brings extensive experience in promoting and implementing large, innovative IT solutions that improve service delivery effectiveness and client experience, both in Europe and the Middle East.

A self-confessed social entrepreneur at heart, Frank said, "I am passionate about disruptive technologies that challenge the status quo and enhance the quality of life of people." —a philosophy that mirrors the PHS purpose of providing solutions that enable customers to optimise their efficiency and productivity.

Frank Mutel, Business Development for PHS Ireland

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Patrick Power, Managing Director PowerHealth Solutions, endorsed the appointment, saying, "Healthcare is a growing business, and Frank brings a wealth of relevant experience to our European operations as we strive to meet the demands of a booming market. With our suite of cutting edge products, emerging new products, and high-performance culture, I am confident that PHS will continue to thrive in the current business environment, and is set to achieve its strategic goal for rapid growth."

Spreading the Word in Canada

PHS Managing Director, Patrick Power and PPM Consultant, Andy Shearer McBride travelled to Canada earlier this year as part of an extensive program of presentations for the PPM applications to the Canadian health sector including presenting to the Ontario government, as well as in the French language to the Quebec government.

The Canadian team work late into the night to prepare their French language presentation to the Quebec government. Patrick with Serge Boulard, Jean-Francois Houde, Dr Pierre Gagne and Marc Rancourt

Andy celebrates his birthday while 'on tour'

Patrick and Andy preparing to present in Ontario
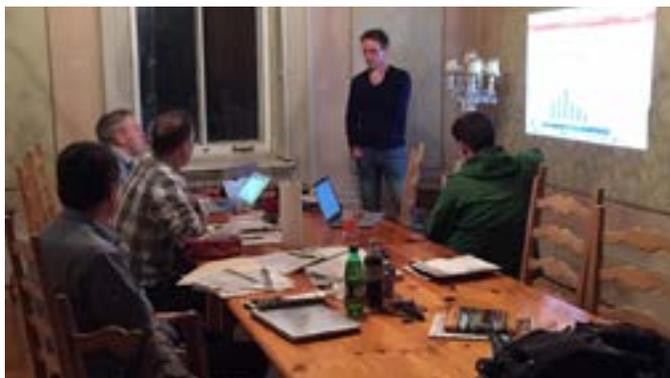
New Solutions

PHS continues to innovate with new products, and this year has been no exception. The application of new mobile and app technologies has enabled PHS to develop some exciting new solutions, which will revolutionise the way hospitals engage with patients and visitors.

PowerNav – Hospital Wayfinding App

Locating a treatment room or visiting a loved one in hospital can be a daunting experience for patients and visitors as they try to navigate the maze of unfamiliar corridors in a large hospital.

The new PowerNav app developed by PHS is set to revolutionise real time navigation in large hospitals and organisations. A long overdue replacement to the traditional 'You are here' maps, the app is free to download, and simple to use.

Once downloaded, the app automatically activated as users are greeted on arrival and asked to select their destination from a directory. PowerNav provides simple turn-by-turn instructions to guide users to their destination. The app can also be used to identify emergency exits and the nearest facilities such as cafes and toilets. Instructions can be translated into any language to support a multicultural community. On departure from the hospital, PowerNav captures customer satisfaction data by presenting users with some simple survey questions.

Apart from providing a relevant navigation system, the app, branded to the hospital is also designed to serve as a patient engagement application and is set to improve the patient and visitor experience by enabling easy self-navigation through the entire site.
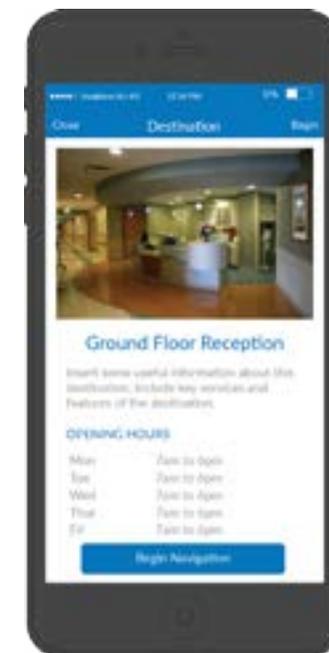
Using a low-cost technology based on Bluetooth 4.0, PowerNav is integrated with PPM Mobile, a mobile app which records appointment duration for patients and clinical staff duration at the patient bedside.

PowerNav is free to patients and is licensed under a software service model for hospitals and organisations. With built in future functionality to include full integration, PowerNav can easily be utilised with other critical hospital systems including outpatient bookings, theatre services, car parking and nursing stations.

PowerBudgeting, Forecasting & Modelling (PBFM)

The combination of Adaptive Insights sophisticated modelling and planning environment with our leading costing and billing products has resulted in the addition of 'Power-Budgeting, Forecasting and Modelling' (PBFM) to our range of products.

This comprehensive business planning solution integrates all aspects of budgeting, planning, reporting and performance management processes in healthcare organisations, and will fundamentally change how you run your healthcare facility or business. Powered by Adaptive Insights, it is the only cloud budgeting, forecasting, modelling, consolidation and analytics solution that gives you a 360 degree view of your organisation's performance, past, present and future. The PBFM suite of products includes: Plan, Report, Analyse, Consolidate and Integrate.

Plan

Comprehensive budgeting, forecasting, modelling and planning that's proven to reduce cycle times by 70% +. With an incredibly intuitive 'Excel-like' interface, it's easy to collaboratively plan and forecast revenue, expenses and workforce, create rolling forecasts, and more.

Report

Comprehensive financial, management, board and transactional reporting are all available through an easy to use drag-and-drop report builder. The web-native report builder can be used for ad-hoc management reports, and you can connect to Microsoft Office for presentation-quality board reporting across Excel, Word, and PowerPoint.

Analyse

Visually uncover insights into financial and operational performance. Intuitive dashboards, interactive scorecards, and even 'what-if' modelling make it easy for every business user to analyse results and trends.

Consolidate

Cut time and resources spent closing and reporting with a real-time consolidation engine that includes journal entry management, inter-company eliminations and account reclassifications.

Integrate Data

A powerful integration platform connects on premise and cloud investments to the suite, providing a comprehensive range of connectors to leading ERP, proprietary and data warehouse sources. It's easier than ever before to turn data to insight.

PBFM connects to PowerHealth Solutions' PPM costing software to enable modelling and budgeting of activities at the patient level.
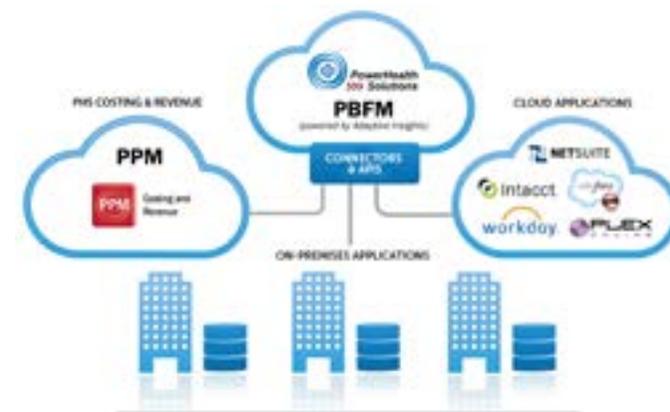
PPFM connects to PPH to enable modelling and budgeting of activities at the patient level

Contact us for more information or to book a demonstration for any of our new solutions

Products and New Features

PowerPerformance Manager (PPM)

Introducing PPM Mobile – Accurate Patient Costing at your Fingertips

With simple to deploy mobile technology literally at our fingertips, patient costing is at a turning point. We can vastly improve the accuracy of healthcare costs in areas that have historically been hard to identify, such as: teaching, medical salaries, porters and orderlies.

PPM Mobile uses Bluetooth LE 4.0 technology to accurately record the time clinical staff spend at each patient's bedside. The technology is simple to deploy and easy to use with minimal impact on patients and staff.

How does it work?

A small tracking device is placed behind every bed. The app is loaded onto mobile phones, which are carried by clinical staff (no staff identification is recorded, only role data such as nurse, allied health etc.).

The tracking device records the time staff spend at each patient's bedside – only actual time at the patient's bedside is recorded – no other time is collected.

Example showing the location of tracking devices for PPM Mobile

Integration with PPM

The PPM Mobile app is fully integrated to PowerPerformance Manager (PPM), and recorded data is passed to PPM in the form of service codes (cost drivers). Logic is setup to enable the creation of standards based on actual data for patients not using the app.

'Hospital in the Home' and 'Nurse Dependency Systems' use the data to periodically update the underlying ND workload assumptions, which then feeds into PPM as ND cost drivers.

Coming soon - PPM New Report

If your organisation is a member of WHA/CHA, PowerPerformance Manager will soon feature a standard framework to create the annual Costs Submission Report.

Stay in touch with your Account Manager who will be able to share more details and for a discussion of the features of this new report as it gets closer to the final release date.

PowerBilling & Revenue Collection (PBRC)

PBRC-IE version 2.4 is now available with optimised and standardised search functions, providing more fields to search on and more flexible conditions to make search faster. Search functions are now standardised across the system to look and behave in the same way — configure, enter filter criteria, run, display search results, export, save.

With Northern Territory Health's recent successful implementation of version 2.4, four more sites are planning to go live with the new version early next year.

Quarterly Training

Quarterly training for PBRC-AE and IE was carried out in November with some great feedback on the training quality and topics. Over two weeks, the PHS office hosted PBRC clients from all over Australia for both IE and AE training.

The training schedule covered new features of the application and provided a comprehensive overview of common business processes carried out in PBRC. All participants agreed the training was valuable and a good way to consolidate current knowledge with new skills.

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

Datix

It's been a busy year for the Datix team, with a successful go-live for Midland DHBs in New Zealand in February and the productive and popular Datix User Forum Meetings held in February and September.

Datix Quarterly Training was held at PHS' office in May, providing a comprehensive program for Datix Administrators, which covered the administration of the Datix Web and Rich Client applications, as well as reporting procedures.

Datix Support

Datix provides extensive user support, resolving issues and access to the Datix online community via the PHS Datix Portal. The PHS Datix Portal caters for region-specific information including news, member information, training, announcements, system specifications, shared files, meeting times, feature requests, etc. This User Group acts as a regional collection point for product feedback, to be passed on to the Datix developers in the UK.

 Go to PHS Datix Portal

In addition to PHS local support and the User Group, members can also use into the international Datix Customer Portal to access the Knowledge Base and Suggestions from all over the world.

 Go to Datix Customer Portal

Request access to the Datix Customer Portal by logging a PowerAssist.

Contact Paul Woodward at PHS for more information about Datix.

Software Version Check

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

Product	Latest Version	Where to find the version number
PPM	1.5.2.6	Login screen Help > About
PBRC-IE	2.4.1	Login Screen Help > About
PBRC-AE	1.23.4	Bottom left corner of each screen
Datix	14	Bottom left corner of each screen

Need the latest version?

Each version release is accompanied by release notes, available on the Client Downloads website. If you are running an earlier version and want to upgrade, log a request in PowerAssist.

Conference Calendar 2016

March: IHPA Activity Based Funding Conference, Brisbane

This year's IHPA conference focused on the use of Activity Based Funding (ABF) in Australian health care with the aim of promoting discussions around current innovations and the importance of quality ABF data.

Patrick Power presented a comprehensive overview of PHS-developed methods of costing clinical staff using data from the bedside using mobile technology. The presentation summarised that costing is at a turning point thanks to mobile technology, which is simple to deploy with minimal impact on patients and staff.

For hospital out-patients who use PowerNav, and by default PPM Mobile, various data can be collected, ranging from appointment times, wait times from reception and inside the hospital, as well as any ancillary services.

The PowerNav and PPM Mobile applications use in-built logic, setup around creating standards from actual data for patients not using the app.

Contact us for more information or to see a demonstration of our new apps

September: APAC Forum, Sydney –featuring Datix

PowerHealth Solutions joined Asia Pacific's premier healthcare conference in Sydney in September to showcase the internationally recognised Datix Patient Safety solution. The theme of this year's conference was *'Exploring New Frontiers'*.

The APAC Forum is one of the largest health improvement conferences in the world, uniting global thought leaders, frontline teams, colleagues, and contemporaries to inspire every person working in health, stimulate cross-sectoral and multi-disciplinary dialogue, nurture knowledge transfer, design and share best practice, and enable every delegate to become a catalyst for change.

The PHS booth, ready to showcase Datix Patient Safety

According to PHS' Datix Manager, Paul Woodward, the conference provided an excellent opportunity to showcase the Datix system and also resulted in some excellent feedback from existing Datix clients including some positive action points from current Tasmanian client, Department of Health and Human Services (DHH).

October: PCSI Conference, Dublin

PHS was a significant presence as Platinum Sponsor of the 32nd annual Patient Classification System International (PCSI) conference held in the Printworks Building at Dublin Castle, Ireland from 4 - 7 October.

Iames Downie, CEO of IHPA addresses the conference

The conference, hosted by PCSI, with assistance from Healthcare Pricing Office in Ireland, featured the main theme, *'Towards Activity Based Management - Putting the Patient at the Centre'*.

Global representatives were invited to take part in discussions about Activity Based Funding (ABF) and how it is applied for managing hospitals and healthcare systems. The conference explored patient activity and patient costs, focussing on their combination for ABF, and how this combined data can be used to manage hospitals and health care systems. It also featured a discussion about exploring the issues surrounding the building blocks of ABF with the aim of re-enforcing these blocks.

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PHS Ireland Director, Nigel Michell and Project Director, Evie Karagiannis presented key sessions and workshops including:

- Patient Costing, everything you need to know!
- Costing clinical staff using a mobile data app from the bedside

The aim of the workshops was to provide participants with an understanding of patient costing principles and their application for different patient settings.

The PCSI conference also coincided with two significant festivals in Dublin, the Dublin Theatre Festival and the Dublin Festival of History. Consequently delegates were treated to several events including a tour of the historic Dublin Castle.

PCSI conference delegates are welcomed to historic Dublin Castle by the Mayor of Dublin, Brendan Carr

November: ASHFMA Conference, Lorne

PHS was out in force for the 2016 AHSFMA National Finance & Leadership Congress recently held in Lorne, Victoria. The focus for this year was 'Leadership for the 21st Century'.

Conference delegates discussed demographics of the population and the escalating demand for health services, which have placed enormous pressure on the existing budgets of healthcare organisations across the nation.

PHS sponsored the 'Business Analytics and Benchmarking' session, which presented an overview of implementing business analytics and changing the way financial decisions are made in a health setting.

The conference also provided an opportunity to introduce the latest addition to our range of products, PowerBudgeting, Forecasting & Modelling (PBFM). Powered by Adaptive Insights, recognised leader in cloud corporate performance management (CPM), this product is set to transform healthcare budgeting.

See our New Solutions feature on page 4. Contact us for more information or to see a demonstration of our new apps.

Left to right: Geoff Evans, Evie Karagiannis and Patrick Power preparing to demonstrate the new PowerNav app

PHS in the Community

St Andrew's Golf Day

Geoff Evans and Amanda Anderson get ready to tee off at the 2016 St Andrew's Golf Classic

PHS was proud to sponsor the 2016 St Andrew's Golf Classic at the Royal Adelaide Golf Club.

The yearly event, now in its 14th year, helps to raise funds for the St Andrews Hospital Foundation. More than 80 players enjoyed the event, which included many South Australian businesses associated with the redevelopment and building additions of the hospital.

PHS Chief Operating Officer, Amanda Anderson and Business Development Manager, Geoff Evans, represented PHS playing alongside St Andrews CFO, Gary Crispin and St Andrews Hospital Board Member, Bob Armstrong.

Santa Cycle 2016 Lights Up Dublin

More than 1000 Santas on bicycles festooned with Christmas lights took over the streets of Dublin in early December for 'Santa Cycle 2016', thanks to PHS' Senior Costing Consultant, Caitriona Ryan.

Caitriona Ryan, Project Manager of the Laurels Charity Crew, organisers of the Santa Cycle 2016

Caitriona is the Project Manager of the Laurels Charity Crew, a charity formed by her and four friends to raise much needed funds for medical equipment for children's hospitals.

Caitriona said "We had the idea for a Santa Cycle for a number of years and ran a pilot last year to see if it would work – it did, with 180 Santas cycling. This year we ran it again and were overwhelmed with the amount of interest."

PHS' Karen Cassidy, and Oliver Tatlow Lord also took part in the 18 km Santa Cycle which started in Phoenix Park-(Europe's largest walled park) in Dublin.

The Santas then rode through Dublin city, past the Children's Hospital and ended in the Laurels Charity Crew's HQ, where they were met by the Dublin Gospel Choir and the local brass band.

This year's Santa Cycle supported Childrens Orthopaedics in Ireland. Caitriona said "We had two objectives for the Santa Cycle; to raise awareness for the long Orthopaedic waiting lists in Crumlin Children's Hospital – by having as many Santas cycling as possible, and to raise enough funds (€32,000) to buy two ultrasound scanners for the Children's Hospital in both Cork and Dublin. I'm delighted to announce that we have raised >€36,000 so far and we still have donations coming in".

Congratulations to Caitriona and all the cycling Santas!

PHS employee Karen Cassidy, and over 1000 Santas raising funds and awareness in support of Children's Orthopaedics

PHS People

New Faces

The PHS office in Adelaide welcomed some new faces recently. Sumedha Gupta joined the Testing team as a Graduate Tester, Tania Esposito joined us in August as Technical Writer in the Communications and Quality Team, and Jamie Williamson is our newest staff member, joining the PBRC-AE Development team.

Our PHS Ireland office also welcomed some new members in October; Caitriona Ryan joined us as Costing Lead and Darren Campion as Costing Graduate.

Left to Right: New PHS Adelaide staff, Sumedha Gupta, Tania Esposito and Jamie Williamson

Kate's Marathon Effort

PHS Project Manager, Kate Mackinnon completed her first marathon in October.

After diligently following a strict training schedule, Kate completed the Melbourne Marathon with her partner Leon, and in the process raised more than ten thousand dollars for the Neil Sachse Foundation, in honour of their friend Eugene.

The Neil Sachse Foundation funds continued research into spinal cord treatments.

Congratulations to Kate and Leon on their incredible marathon effort!

Halloween Treats

As if Mondays aren't frightening enough, the PHS Adelaide staff were subject to an invasion of witches, zombies and vampires roaming the offices on October 31. However, the lure of bags of chocolates helped to dispel the fear and horror when some of the PHS Development team dressed up in costume and distributed goodies, thanks to a Halloween promotion from newly launched food delivery service Uber Eats.

The team are mulling over the suggestion that their costumes should be the new uniform for Developers at PHS!

Marathon runner, Kate McKinnon with her medal

Left to Right: Developers, Andrew Kay, Jamie Williamson, Blake Kloeden, Kieran Wood, (front) Tam Salmon, Glen Fordham

Getting to know Caitriona Ryan

Costing Lead

Caitriona joined PHS in October 2016 as a Costing Lead. She has spent all of her career to date in the healthcare sector, primarily as a paediatric ICU and anaesthetic nurse, before completing a Masters in Management. She then spent three years in Ireland and the Middle East in healthcare consultancy and advisory.

Caitriona spends most of her time outdoors, windsurfing, running, cycling and swimming. She completed her third marathon in Europe during the summer before dislocating her shoulder in August in a windsurfing competition.

Caitriona is also on a Charity Board, project managing two charity cycles every year and raising more than €650,000 for the Children's Hospital over the last five years. One of these events – Irelands biggest Santa cycle – is taking place in December and Caitriona is planning to sign up the Irish PHS crew!

Read more about the Santa Cycle on page 9

Caitriona Ryan

Caitriona's Favourites

Food	ALL
Movie	The Guard
Book	The Alchemist
TV Show	The Killing
Musicians	Angus and Julia Stone
Sport/Team	Munster Rugby
Pastime	Cooking
Holiday Destination	Bonaire

Getting to know Karen Cassidy

Costing Consultant
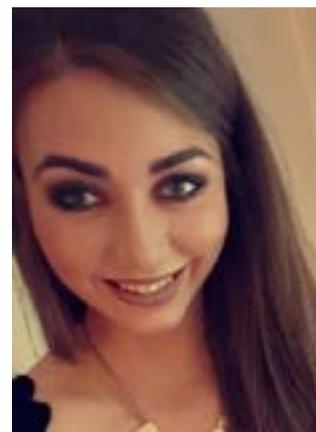
Karen Cassidy

Karen has been working as a PPM Costing Consultant for PHS in the Irish Office since January 2016. She graduated from University College Cork (UCC) with a Master's Degree in Health Economics Practice and a Bachelor's Degree in Economics and Geography.

Karen enjoys spending time with family and friends on the weekends when she can travel home to Cork.

A keen traveller, Karen has been lucky enough to visit the UK, Switzerland, Budapest, Munich, Italy, America, France and Spain. In the future Karen hopes to travel to South America.

This year Karen completed her first five kilometre Colour Dash run in aid of the Irish Cancer Society, and all proceeds from the Irish 'Casual Fridays' were donated to this charity. She also participated in Ireland's biggest Santa cycle with colleague and organiser Caitriona Ryan.

Karen's Favourites

Food	Thai food, dark chocolate
Movie	The Sound of Music
Book	Girl on the Train
TV Show	Our Girl
Musicians	Olly Murs, Walking in Cars
Pastime	Going to the gym
Gadget	Phone and Laptop
Holiday Destination	Italy and Greece