

HealthCare of New Zealand Holdings (HHL Group) Adopts FileVision Health Fraame Healthcare Case Study

Since applying Fraame's tailored FileVision Health Solution to its business, HealthCare of New Zealand has added extra clarity to its communications, record-keeping, and productivity.

FileVision Health helps HHL Group to know it has supplied the right information to the right people, at the right time.

HHL Group is one of New Zealand's largest private community healthcare organisations. Its core function is to give community-based care to thousands of the country's disabled, elderly and chronic disease sufferers. From small beginnings in 1988, the organisation has grown to the extent that it now employs around 6000 staff. HHL Group has seven divisions and 35 regions throughout New Zealand, with an even greater number of physical offices

Backing up the Business of Quality Community Care

Consistency of practice and procedure is always a top priority for multi-regional organisations such as HHL Group. Contractual and work-flow clarity must be safeguarded. Client information must be both confidential and accessible to the correct care staff, and all elements of care and timely obligation should remain a top priority for high quality health outcomes and patient relationships.

Information-sharing between clinical care staff will result in better outcomes for patients, according to Managing Director of HHL Group, Peter Hausmann. He believes distinctly targeted online information and workflow prompting is vital, as is the ability of staff to work in teams facilitated to co-ordinate work online with other care staff.



"We see the (FileVision Health) IT package as a way of protecting our intellectual property and helping to ensure consistency of practice and procedures, plus total alignment with current policy."

Peter Hausmann, HHL Group Managing Director.

Beneath the day-to-day work carried out by HHL Group staff lie a raft of important contracts with 21 distinct District Health Boards, the Ministry of Health, and the Accident Compensation Corporation.

Contractual arrangements with differing start and expiry dates are obviously also in place regarding buildings leased, and their maintenance requirements.

A fail-safe IT system of bringing this specific information to the attention of the right people at correct times was identified by HHL Group early on, and remains a top priority for this large, geographically spread organisation.

It was important that the IT solution implemented be expandable on a number of levels. It needed to be able to store increasing amounts of updated information, easily accessed by the right people; it needed to kick-start work-flows; and it needed to safeguard and manage contractual documentation relating to both property and staffing (HR).

Employing an underpinning IT system like FileVision Health means instituting a higher level of professionalism. Simply put, applying FileVision Health appropriately ensures a far greater degree of loss control. It works to trigger HealthCare of New Zealand's legal compliance and consistency, and avoids potential muddles caused by corporate amnesia, and possible communication gaps when there's staff turnover. Being able to refer – without delay – to the correct version of clinical and business agreements aids organisational clarity and productivity,

HHL Group started using the FileVision Health IT system in earnest in 2008. The first step was to

harness the benefits of its Document Management capabilities.

- FileVision Health stores all of HHL Group's contracts – of all categories.
- FileVision Health's storage system has the intelligence to select the correct, up-to-date version.
- FileVision Health provides strictly authorised access to policies and procedures, to financial reports and correspondence.
- FileVision Health allows real-time viewing of the status of responses on, for instance, who is responsible for completing which work.

HealthCare of New Zealand established key measures to assess the success of the FileVision Health implementation:

- Did HHL Group staff have good access to business-critical documentation when they needed it?
- Was the most up-to-date version of such documentation easily accessed?

HHL Group and Fraame worked together to develop electronic forms to replace the existing paper forms. One e-form now guides staff through the process of reviewing a contract to see whether both health services and the relevant budget are being met. It does the same for all sub-contracts associated with each major contract.

FileVision Health has tailored its e-forms to send out notices and tasks, triggering ideal work-flows. As a result HHL Group is enabled to centrally manage a complex array of contracts across different branches. It allows for total peace of mind that all contracts will be highlighted for proper analysis when necessary, with no omissions possible.

Boosting Relationship Management

Progress is imminent via use of FileVision Health's relationship management capabilities.

In the next few weeks and months, FileVision Health will bring greater clarity and tailored accessibility to HHL Group's funder and contractor relationships. The IT programme will also set in motion the electronic monitoring of specific relationships required by targeted care-programmes.

- Clear accountabilities will be established to develop and manage relationships across HHL Group's seven divisions and many management teams.
- Quarterly reporting will also be set in motion, in order that these relationships – whether external or internal, remain aligned with HealthCare of New Zealand's overall strategy and objectives.

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