



Welcome

Welcome to this issue of FutureVision. An exciting milestone, as it is our 20th edition and we continue to reflect on the outstanding work being undertaken in the New Zealand Health and Community sectors.

In this issue we gain an interesting sector perspective from Malcolm Pollock, Director of NIHI (National Institute for Health Innovation), and a profile of one of our valued Wellington based clients, (Laura Fergusson Community). We also meet our newest staff member now based in Christchurch (Rachael Thornley) and profile a vital member of the broader Fraame team, our advisory Board member, Brian Allen.

As always, we welcome your feedback.

Gavin Wright
Chief Executive
Fraame



Where to now, for New Zealand Healthcare?

We asked Malcolm Pollock, Director at the National Institute for Health Innovation at Auckland University, for some pointers. Could our healthcare delivery be improved?

Malcolm Pollock works with a team of researchers and educationalists connected with health delivery systems and population health strategies.

With a background in both applied information technology and health informatics which has spanned 40 years and from different ends of the globe, Malcolm is a man to listen to.

He's upbeat about how New Zealand could potentially be a leading light in healthcare delivery models. That's because we're a small, relatively isolated population whose people see the value in collaboration and innovation. Malcolm also thinks the fact that we're not a financially rich country helps. Without the luxury of cash to splash around, we "have to be smart," he says. As a result, he believes we're relatively open to new ideas.

He cites some positives within our national healthcare delivery models. One is that New Zealand was the first country in the world to set up a National Health Service. Another is that both patients and health practitioners in



On the Executive of Health Informatics New Zealand, Malcolm is also the current Chair of New Zealand's Tele-health Forum

New Zealand have unique identifiers, which helps greatly with recording and monitoring each person's journey across the continuum of care. Within this continuum, information flows relatively smoothly where it needs to, between our publicly funded health providers and our private practitioners.

Another positive concerns our healthcare productivity. Per head of population, health service provision comes in at a 30 per cent less cost figure than it does in some European countries such as Germany and France.

How does this affect me?

Productivity might seem to be mainly a governmental concern, but from a personal or patient's perspective, breakthroughs are starting to happen in New Zealand. For health-care delivery, Malcolm says we are beginning to look at "shared care planning." That's where the patient is involved in setting his/her own lifestyle and health-related goals. These are integrated into a single plan which every healthcare practitioner who sees the patient from then on can work around and use as a reference. Each person can participate in the process of deciding how he or she wants his/her health managed. The transferable yet secure information technology to underpin such a collaborative approach to health is already present and available. Malcolm believes this is a great step up for health, beyond the point reached to date by many other countries.

Despite New Zealand's positives, Malcolm believes we can still do better with both our health care delivery and our health outcomes. He talks about being "more sensible." For him this means investing heavily in enabling

technologies such as tele-health. It also means possessing added flexibility in respect to roles and responsibilities in the health-care work-force, and managing the demand/supply chain for better efficiencies and health results.

Malcolm believes New Zealand governments need to realise that we are a small country. As such, we need to incentivise individual District Health Boards to innovate smart health solutions which could then be replicated nationwide for everyone's benefit.

"As a country with relatively little flexibility in terms of investment, we need to ensure that we do things right the first time and do them once, rather than continually trying to reinvent the wheel. Our focus should be on designing systems around patients and their outcomes. We need to empower patients to more actively participate in their own healthcare."

Introducing Brian Allen, CEO of Certus Solutions

Fraame Solutions (FileVision) CEO, Gavin Wright believes in collaboration across the I.T. sector, in the interests of New Zealand and Australian companies retaining a leading edge.

One highly experienced and respected industry practitioner, Brian Allen of Certus Solutions, is on the Advisory Board of Fraame and remains happy to lend his expertise.

About Gavin, CEO of Fraame, Brian says he's "lots of people's hero," and possesses "an amazing heart, particularly for the health and not-for-profit sectors."

Brian's position of leading a rapidly expanding company which is a premier partner with IBM across a range of products and services, makes him ideally suited to his Fraame Board/mentoring role. Certus helps over 700 well-known companies across the region to buy, implement, support, and integrate IBM software, tailoring for them what such companies truly require. Already staffed by around 180 people, Certus is forecast to double in size over the next three years.

With an academic background in both accounting and I.T., Brian formed a consultancy in 1985, and entered into a joint venture with Digital Equipment to provide

software and services to Digital customers. Over the next twenty years, Brian was instrumental in starting up and selling five software and services companies. In 2007 Brian joined Certus as CEO with special responsibility for driving growth and strategy. Using a "formula of both organic and inorganic growth" Certus has grown at rates between 40 and 75 per cent each year.



Brian is full of praise for the professional role Fraame plays in the sometimes marginalised, independent health-care space.

"Gavin remains committed to people running their businesses optimally, and manages to conquer through times of unbelievable adversity," Brian says. "Gavin expertly serves a market which touches parts of the community that are generally speaking not well serviced. The end result is that Fraame improves health care in our communities."

Fraame 'on the road' and welcomes new staff member, Rachael Thornley

As a new staff member at Fraame solutions I have been busy learning the ropes. I had not had the opportunity to meet any of our clients but that changed on the 6th of March. Although in saying that I also work for The Champion Centre who is a Fraame client. It is my work with FileVision at The Champion Centre that helped me get my job at Fraame.

On the 6th of March I was lucky enough to go for a day trip to meet some of our Wellington clients. My first meeting of the day was with the lovely ladies at the Wellington division of The Cancer Society where Gavin and I were treated to a sumptuous morning tea. We arranged for me to come back later in the day to do some training with some of the ladies. This turned out to be a valuable learning experience for me as I learnt more about how FileVision is used by the staff and how comfortable they feel using FileVision. I was able to take away some information and thoughts to explore further. I then met with the small team at NZ Health IT Cluster. It was wonderful to hear how happy they are with FileVision and the support they receive from our team.

We then went to Laura Fergusson where I had the pleasure of being shown their wonderful facilities (refer case study below). I thoroughly enjoyed meeting some of the



residents and hearing about the amazing things on offer to them. I particularly enjoyed learning about Boccia and seeing the pleasure this sport brings to all those involved with it. It is an exciting time at Laura Fergusson Wellington following a large expansion and restructuring of the organisation. I look forward to working with the team to help find solutions and support those changes.

Case Study

The Laura Fergusson Community Phenomenon; Improving lives & Increasing Independence

Life is not an even-handed affair. For some it presents seemingly insurmountable challenges. Insurmountable, that is, in the absence of residential facilities plus caring, skilled people with the correct expertise to help.

That's where the Laura Fergusson Trust as an independent charitable New Zealand organisation comes in. It caters to working-aged adults who need full-time care and support in order to experience life in as full and independent a way as possible.

Some have experienced physical or neurological impairment from birth. For others, there's been an accident which has caused their disabilities.

Degrees of severity of disability differ, and Laura Fergusson's facilities cater to a widely ranging clientele. As Laura Fergusson is in the not-for-profit, non-governmental sector, senior staff can make speedy compassionate

decisions, such as that to cater for a new client with an acute need.

Life-Enhancing Technology Underpins Growth in Services to the Disabled at LFT Wellington

In a world that's very often dogged by bad news and cut-backs, the organisation that is Laura Fergusson Wellington recently opted to expand its services and facilities.

Trustees and senior staff saw increasing demand for disability support within the surrounding community. According to Karen Wilton, Chief Strategy and Planning Officer, the demand for LFT residential and rehabilitative services just keeps on growing.

So a decision was taken, a couple of years' back, to double the Wellington facility's footprint. That now allows an expanded staff complement to cater for a third more clients.

"Now we're able to provide for these extra clients, people with higher levels of need, at the same time as offering a

specially equipped gym and accessible facilities to people of all physical abilities in our community who call in to benefit from them," Karen says.

Of-course, along with additional staff comes the requirement for all services to dovetail optimally. Communication between staff about all manner of needs and care duties has to be comprehensive and continual. That's why the senior management team also chose to implement FileVision information technology.

While it might be easy to dismiss an organisation's I.T. as a necessary but low-key ingredient in the administrative equation, staff are well aware of the centrality of FileVision to their work.

The Trust's ICT co-ordinator Patrick Waenga says the introduction of FileVision was simplified by using a 'train the trainer' approach, which has worked well while a large number of new staff have come on board. Patrick says that "as FileVision expands it has become more client friendly with each release." Therefore new staff are brought up to speed without delay.

"Significantly for us, our recent expansion has meant we are professionally staffed around the clock. With staffing change-overs, FileVision I.T. means the ball is never dropped. New staff shifts can see at a glance the latest events and required cares (e.g. medications, medical episodes, absences). There's a far smaller margin for error when using FileVision," Patrick says.

Patrick Waenga says the Trust is using FileVision predominantly for its document, relationship management and retrieval services. For Laura Fergusson health and safety is a foremost concern, and FileVision provides an effective means for incidents and hazards to be recorded and reported. It is also the Trust's main repository for information about contractors and assets.

"The amount of information needing to be shared by staff from different disciplines on a daily basis is huge. The software and its ease of use is foundational to that, especially as we encourage hobbies, interests, and meaningful activities where clients study or volunteer in the community," Karen says.

Client Relationship Management

E-procurement

Policy and Risk Management

Document Management

Workflow

At your fingertips.

In our industry, you can't afford to miss a single piece of information. FileVision ensures you won't. FileVision is an integrated information and client relationship management solution. It puts the information you need right at your fingertips, and ensures you can make the decisions that matter when you need to make them. With FileVision, crucial information gets to the right person, at the right place and time.

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Karen says the Trust's links with the surrounding community are being continually strengthened through the sharing of its aforementioned (100 square-metre) expanded-service gym, with non-residents. For instance, those rehabilitating post-stroke can call in and partake of the gym's new specialist equipment. All client participation is recorded using FileVision, and progress documented.

"Our FileVision I.T. is proving to be such a useful operational platform," Karen adds. "It has facilitated our recent, potentially difficult transition to a larger, more complex organisation. Thanks to FileVision technology we're been able to keep all our client information up to date, and safeguard our operations."

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