

PRIMHD Phase 3 Project Update

NGO Users Group

7th September 2010

Agenda

- Project Objectives
- What we've been working on
- Report Reference Groups
 - Approach
 - Information Needs Identified
 - Workstream Planning
 - Sample Reports
- Privacy
- Additional Reports
- Training
- Other News
- Next Steps

Project Objectives

- Deliver key reports to the Sector
- Continue Rollout
- Improve adhoc reporting and develop training material to assist
- Assess technical infrastructure
- Investigate options for delivery of reports to NGOs

What Have We Been Working On?

- Defining 3 NGO Reports
- Defining 5 F&P Reports
- Developing 6 KPI Reports
- Assessing Infrastructure
- Investigating ways to deliver reports to NGOs
- Rollout
- Training Manual

Report Reference Groups

- DHB Funder & Planners (inc Contract Reporting)
 - Counties Manukau, Capital & Coast, Waikato, Waitemata, Hutt Valley, Taranaki, NDSA, SISSAL
- NGO Reports
 - Mashtrust, Pathways, Richmond, Tui Ora, NGO Users Group
- KPI Reports
 - Alignment with KPI Project

NGO Reference Group

- Objective : Define 3 Reports for NGOs
 - Report Type = Moderately Complex
- Approach:
 - Ask for participants via NGO Users Group
 - Agreed Roles & Responsibilities
 - Define useful reports based on their experience
 - Circulate to NGO User Group for approval

Main Information Needs Identified

- What are we doing?
- How are we doing compared with DHB population?
- How are we doing compared to other NGOs?
- Where are people going?
- Where are people coming from?
- How long are they with us?
- Are they improving ?
- What does it look like in a graph?

Draft Sample NGO Reports

- Report 1: Comparative Demographics
 - Demographics (Age, Ethnicity)
 - Demographics (Gender)
 - Clients seen by another DHB/NGO
 - Referral To
 - Referral From
 - Average Length of Stay
- Report 2 NGO Activities
- Report 3 NGO Outcomes

NGO Reporting Workstream

| ID | Task Name | Duration | Start | Finish | June | | July | | August | | September | | October | | November | | December | |
|----|--|----------|--------------|--------------|------|---|------|---|--------|---|-----------|---|---------|---|----------|---|----------|---|
| | | | | | B | M | E | B | M | E | B | M | E | B | M | E | B | M |
| 88 | NGO Contract Reports | 129 days | Mon 14/06/10 | Thu 9/12/10 | | | | | | | | | | | | | | |
| 89 | Obtain Requirements for NGO Contract Reporting | 54 days | Mon 14/06/10 | Thu 26/08/10 | | | | | | | | | | | | | | |
| 90 | NGO Contract Reporting Specifications | 16 days | Fri 13/08/10 | Fri 3/09/10 | | | | | | | | | | | | | | |
| 91 | Develop NGO Contract Reports | 23 days | Mon 6/09/10 | Wed 6/10/10 | | | | | | | | | | | | | | |
| 92 | Test NGO Contract Reports | 15 days | Thu 7/10/10 | Wed 27/10/10 | | | | | | | | | | | | | | |
| 93 | UAT NGO Contract Reports | 10 days | Thu 28/10/10 | Wed 10/11/10 | | | | | | | | | | | | | | |
| 94 | Deploy NGO Contract Reports to Production | 1 day | Thu 11/11/10 | Thu 11/11/10 | | | | | | | | | | | | | | |
| 95 | (EX) NGO Contract Reporting Complete | 0 days | Thu 11/11/10 | Thu 11/11/10 | | | | | | | | | | | | | | |
| 96 | Warranty - NGO Contract Reports | 20 days | Fri 12/11/10 | Thu 9/12/10 | | | | | | | | | | | | | | |

Planned Development Complete – 6th October
 Planned UAT 28th October to 10th November

Funder & Planner Reference Group

- Objective : Define up 8 Reports (5 Funder & Planner, 3 for NGO Contract Reporting)
 - Report Type = Moderately Complex to Complex
- Approach:
 - Ask for regional participants
 - Mix of Analysts and Portfolio Managers
 - Agreed Roles & Responsibilities
 - Define useful reports based on their experience & liaising with Funders and Planners within their region
 - Help with the approval / signoff process within their region

Main Information Needs Identified

- How are clients using the range of services?
- What type of clients are using services? (Age, Ethnicity, Gender)
- Are we providing services for people outside our area?
- Are people within our area using services outside our area?
- Monitoring of service providers regarding contracted services (Purchase Unit / Contract Id)
- Monitoring of DHB teams and services (Purchase Unit)

Draft Sample F &P Reports

- Report 1: Provider Monitoring Report: NGOs
- Report 2: Provider Monitoring Report: DHB Teams
- Report 3: Client and Services Used: NGOs
- Report 4: Client and Services Used: DHBs
- Report 5: Benchmarking Reports (DHB Comparisons)

F&P Reporting Workstream

| ID | Task Name | Duration | Start | Finish | June | | | July | | | August | | | September | | | October | | | November | | | December | | | | | |
|----|-------------------------------------|----------|--------------|--------------|------|---|---|------|---|---|--------|---|---|-----------|---|---|---------|---|---|----------|---|---|----------|---|---|--|--|--|
| | | | | | B | M | E | B | M | E | B | M | E | B | M | E | B | M | E | B | M | E | B | M | E | | | |
| 71 | F&P Reports | 144 days | Thu 3/06/10 | Tue 21/12/10 | | | | | | | | | | | | | | | | | | | | | | | | |
| 72 | Obtain Requirements for F&P Reports | 67 days | Thu 3/06/10 | Fri 3/09/10 | | | | | | | | | | | | | | | | | | | | | | | | |
| 73 | F&P Reporting Specification | 15 days | Mon 6/09/10 | Fri 24/09/10 | | | | | | | | | | | | | | | | | | | | | | | | |
| 74 | Execution - Develop F&P Reports | 25 days | Mon 27/09/10 | Fri 29/10/10 | | | | | | | | | | | | | | | | | | | | | | | | |
| 75 | Test F&P Reports | 15 days | Mon 1/11/10 | Fri 19/11/10 | | | | | | | | | | | | | | | | | | | | | | | | |
| 76 | UAT F&P Reports | 10 days | Mon 22/11/10 | Fri 3/12/10 | | | | | | | | | | | | | | | | | | | | | | | | |
| 77 | Deploy F&P Reports to Production | 1 day | Mon 6/12/10 | Mon 6/12/10 | | | | | | | | | | | | | | | | | | | | | | | | |
| 78 | (EX) F&P Reports Completed | 0 days | Tue 30/11/10 | Tue 30/11/10 | | | | | | | | | | | | | | | | | | | | | | | | |
| 79 | Warranty - F&P Reports | 15 days | Wed 1/12/10 | Tue 21/12/10 | | | | | | | | | | | | | | | | | | | | | | | | |

Planned Development Complete – 29th October
 *** Need to work on planning to bring this forward***

Draft Sample KPI Reports

- Report 1: KPI 1 – Inpatient Change in the Total HoNOS Scale
- Report 2: KPI 2 – 28 Day Acute Inpatient Re-Admission Rate
- Report 3: KPI 8 – Average Length of Acute Inpatient Stay
- Report 4: KPI 12 – Community Treatment Days Per Service User
- Report 5: KPI 18 – Pre-Admission Community Care
- Report 6: KPI 19 – Post Discharge Community Care

KPI Reporting Workstream

| ID | Task Name | Duration | Start | Finish | June | | July | | August | | September | | October | | November | | December | | | | | |
|----|----------------------------------|----------|--------------|--------------|------|---|------|---|--------|---|-----------|---|---------|---|----------|---|----------|---|---|---|---|---|
| | | | | | B | M | E | B | M | E | B | M | E | B | M | E | B | M | E | B | M | E |
| 80 | 3 KPI Reporting | 338 days | Wed 22/07/09 | Fri 5/11/10 | | | | | | | | | | | | | | | | | | |
| 81 | KPI Report Specification Review | 39 days | Tue 8/06/10 | Fri 30/07/10 | | | | | | | | | | | | | | | | | | |
| 82 | Develop KPI Reports | 32 days | Wed 22/07/09 | Thu 3/09/09 | | | | | | | | | | | | | | | | | | |
| 83 | Test KPI Reports | 20 days | Mon 30/08/10 | Fri 24/09/10 | | | | | | | | | | | | | | | | | | |
| 84 | UAT KPI Reports | 10 days | Mon 20/09/10 | Fri 1/10/10 | | | | | | | | | | | | | | | | | | |
| 85 | Deploy KPI Reports to Production | 5 days | Mon 4/10/10 | Fri 8/10/10 | | | | | | | | | | | | | | | | | | |
| 86 | (EX) KPI Reports Complete | 0 days | Fri 8/10/10 | Fri 8/10/10 | | | | | | | | | | | | | | | | | | |
| 87 | Warranty - KPI Reports | 20 days | Mon 11/10/10 | Fri 5/11/10 | | | | | | | | | | | | | | | | | | |

Planned Development Complete – 3rd September
 Planned UAT 20th September to 1st October

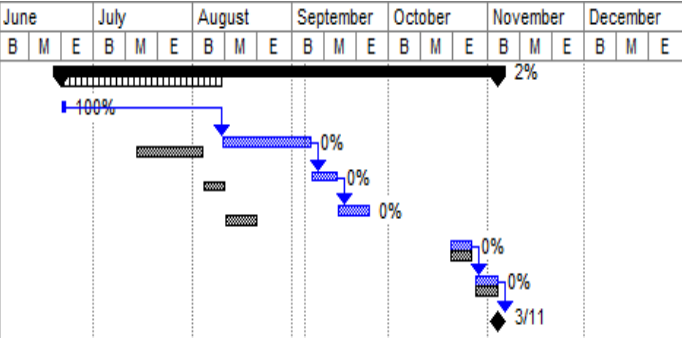
Privacy

- Who has access to the client identifiable information submitted by NGOs?
 - NGO that submitted the information
 - DHB that funds the NGO
 - DHB of Domicile for the client (if not the same as DHB that funds the NGO)
 - Very limited Ministry personnel

Additional Reports?

- Can the reports be updated?
 - Minor adjustments during UAT
 - As part of Ministry update cycle
 - After promoted to Production will need to wait for the Ministry update cycle
- What if we want more reports?
 - One off – can request from Analytical Services
 - Will need to wait for Ministry update cycle

Business Objects Training Workstream

| ID | Task Name | Duration | Start | Finish | June | | July | | | August | | | September | | | October | | | November | | | December | | | | | | |
|-----|---|----------|--------------|--------------|---|---|------|---|---|--------|---|---|-----------|---|---|---------|---|---|----------|---|---|----------|---|---|---|--|--|--|
| | | | | | B | M | E | B | M | E | B | M | E | B | M | E | B | M | E | B | M | E | B | M | E | | | |
| 120 | Training Manual | 98 days | Mon 21/06/10 | Wed 3/11/10 |  | | | | | | | | | | | | | | | | | | | | | | | |
| 121 | Define Train the Trainer requirements | 1 day | Mon 21/06/10 | Mon 21/06/10 | | | | | | | | | | | | | | | | | | | | | | | | |
| 122 | Design and Draft Business Objects Training Manual | 20 days | Tue 10/08/10 | Mon 6/09/10 | | | | | | | | | | | | | | | | | | | | | | | | |
| 123 | Review and trial Training Manual with Ministry SMEs | 6 days | Tue 7/09/10 | Tue 14/09/10 | | | | | | | | | | | | | | | | | | | | | | | | |
| 124 | Update Training Manual | 8 days | Wed 15/09/10 | Fri 24/09/10 | | | | | | | | | | | | | | | | | | | | | | | | |
| 125 | Conduct Train the Trainer sessions with Ministry SMEs | 5 days | Wed 20/10/10 | Tue 26/10/10 | | | | | | | | | | | | | | | | | | | | | | | | |
| 126 | Workshop with Sector SMEs | 5 days | Thu 28/10/10 | Wed 3/11/10 | | | | | | | | | | | | | | | | | | | | | | | | |
| 127 | Business Objects Training complete | 0 days | Wed 3/11/10 | Wed 3/11/10 | | | | | | | | | | | | | | | | | | | | | | | | |

Planned Workshop (½ – 1 day) during 28th October - 3rd November
 May do additional workshop if there is demand

Other News

- HISO Review for PRIMHD delayed
 - Move from 2012 to 2013
 - Some initial requirements captured
 - Process to be kicked off again early 2011
- Performance Improvements
 - Development worked planned to improve PRIMHD performance
- Updates to PRIMHD Online
 - List of work has been prioritised and currently assessing when this can be done
- Training
 - Looking for training participants

Profile Training

- Objective: To create PRIMHD Subject Matter Experts (SMEs) within the sector
- Looking for participants who:
 - Have already done Business Objects training
 - Have a Business Objects ‘Deski’ License
 - Need to work with or analyse PRIMHD data (eg analyst)
 - Are keen to be part of a group of PRIMHD experts within the sector

Next Steps

- Report Development
 - Complete development of all reports
 - System test the reports
- User Acceptance Testing
 - Testers to come via Reference Groups
 - Possibility of additional NGOs to help with UAT
 - Possibility of additional DHBs to help with UAT for KPIs
 - Signoff & Approval
- Promotion to Production
 - Move reports to Production
 - Warranty
- Business As Usual (BAU)
 - Working to plan transition for when the project closes