My Health Records

Focus groups will be held next week to gather feedback on the BHS My Health Record Trial.

Staff groups are Wed 5/10 12.00, Thurs 6/10 3.00pm & 5.00pm in the ERC. We would love to hear your views – book in via myhealthrecord@bhs.org.au or 98724/98723.

Current stats: 741 Assisted Registrations, 382 Discharge Summaries uploaded.

We are currently trialing embedding assisted registration to reception, admission and pre-admission processes – thank you to staff involved, your support and assistance is very much appreciated.

My Health Record Project Team

CAM – Clinical Alert Manager / BOSSnet Alerts Update

CAM is now the single source of truth for BHS staff that require ADDING, RECALLING and MANAGING clinical alerts.

Congratulations to the 2 departments, Maternity Outpatient and Adult Mental Health that have both excelled in getting staff through some form of training and were able to win the Box of 72 Freddo Frogs each.

Staff / Managers can complete the CAM online module via the BHS e3Learning portal located in the Information technology folder OR email the BOSSnet Development and Application Support team to arrange further training and support OR staff can view the CAM intranet page to access all relevant supporting help documents.

Staff may notice a new visibility rule being rolled out where some staff may not be able to ADD particular alerts as a result of their access level. Staff access level is job specific such as Clerical, Nursing, Medical OR Allied Health. Please review the CAM Process document for explanation on who can ADD/ REVOKE alerts and the process around the new CAM Alerts.

Microsoft & General PC Training Session

In the last 3 months I have been lucky enough to conduct a number of training sessions across multiple BHS sites, including SWEP. A big thanks to Fiona Wakeling and the whole SWEP team who all managed to set some time aside to participate in a tailored 2 hour Microsoft Word and Outlook training session.

The MS sessions are tailored to broaden staff knowledge, personal development and create an efficient work processes.

MS and Computer Training Sessions still available
(limited availability)

➢ **Outlook Training**
5 Oct 2016 – 14.00 -15.00

➢ **General Word Training**
12 Oct 2016 – 14.00 -15.00

➢ **Advanced Word Training**
19 Oct 2016 – 14.00 -15.00

➢ **General PC Use**
Available on request

Staff can contact Jackie McLinden – ICT Training and Support Officer on Ext 98987 to book into any above sessions.

COFFEE WITH I.T

A newly created program designed to get you away from the office and

- Provide staff with the opportunity to discuss their ideas /suggestions on improving a work process for themselves or staff around them OR

- Discuss their work processes and allow us to possibly provide some solutions and all over a free coffee.

Improving a work process could mean saving staff time therefore saving the department and BHS wasted expenditure that can be resourced elsewhere.

As the ICT Training and Support Officer and staff of IT we want to welcome suggestions and challenge staff to raise their ideas all over a free coffee. For further discussion please contact Jackie McLinden on ext. 98987.

DID YOU KNOW?

Throughout BHS the IT department manage to maintain:

- 1800 desktops
- 230 laptops
- 105 tablets (excluding iPads)
- 400 printers.

Currently BHS have over 4600 IT user accounts with one of the main calls and visits to the help desk being a password resets.

As a reminder - The IT Department have made a facility available for managers and supervisors to be able to reset the network passwords of their team members and is particularly helpful for shift workers who are unable to get the IT help desk in the usual 0800 – 1630 hours.

BOSSnet News

Performance Improvement

BOSSnet infrastructure upgrade, a major performance improvement activity was successful during early August. As part of the performance improvement activities, IT department has done installation of Internet Explorer (IE) 11 to replace IE 9 in computers across BHS.

Upcoming BOSSnet Q162 Release

The Q162 release represents a major refresh of the BOSSnet application suite. This release is compulsory to support the upcoming new functionality roll out such as BOSSnet regional DMR and paper-light ward (EMR) projects. It brings greater simplicity to every aspect of the experience with improvement in overall performance and responsiveness of the application. A massive rebuild of Patient Desktop, Results Review and EMR makes user interfaces more personal than ever and fits with BOSSnet ongoing commitment to mobile devices. The User Acceptance Environment will be available to users to experience the new look in the testing environment. Updated Training materials will be available on BOSSnet intranet page and E3 online learning portal.

The currently available BOSSnet Q162 changes PDP sessions are:

- 07 October 2016 14:15 to 15:00 ERC Base Hospital
- 12 October 2016 21:00 to 22:00 ERC Base Hospital Twilight session
- 17 October 2016 13:30 to 14:15 Gandarra Conference Room QE
- 21 October 2016 14:15 to 15:00 ERC Base Hospital

BOSSnet Standard Environment Supported Software

BOSSnet is fully tested and supported only in Window 7 and IE 11/9 and *IS NOT* supported in IE 8 and earlier, Chrome and Firefox.

IBA webPAS News

The IBA webPAS team are working through old user accounts. We will be making some accounts inactive that have not been used for a long time. Our process is not foolproof though! If we accidentally make your account inactive please call Erin Penny on extension 98988 or Anna Every on extension 98682 to fix it up for you.

Email Signatures

The format of staff email address has now changed. We ask staff to review their email signatures in line with the one that was approved. Your email addresses now consist of firstname.lastname@bhs.org.au and should be reflected in your signature. You can find the template online under "My Details" on the intranet which you can copy and paste into outlook.

Staff Profile

The I.T department would like to welcome Anna Every. Anna started with BHS early July in the role of Applications Support - Clinical Applications. Anna is a Tertiary qualified professional, who has spent the last 15 years in IT at Mars Ballarat. During this time, Anna has worked as a Business Analyst, Training co-ordinator, Project Manager, Application Support Analyst and Data Warehouse/Reporting Analyst. In her new role, Anna will be providing additional support for IBA, BOSSnet and CAM.

Jackie McLinden | ICT Training & Support Officer
Information Management | **Ballarat Health Services**
Level 1, Medical Services Building
Drummond Street North, Ballarat, Victoria 3350

P 03 5320 8987 | **E** jackie.mclinden@bhs.org.au

FOR FURTHER DETAILS ON ANYTHING IN THE NEWSLETTER PLEASE CONTACT -
JACKIE MCLINDEN – ICT TRAINING AND SUPPORT OFFICER

DID YOU KNOW?

Staff are able to get access externally to some of the I. T Help Documents via SharePoint.

SharePoint is a secure place to store, organise, share and access information from almost any device. All you need is a web browser and your BHS credentials (BHS computer username and password).

Type into your web browser https://sp.bhs.org.au

Select Services & Dept. > Corporate > Information Technology Services

Staff will be able to access some of the I.T Help Documents such as:

- Accessing BHS emails on your iPad or Android Devices
- Citrix Remote Access Logon support
- Accessing BHS Apps

TIPS and TRICKS

Staff have the ability to lock their computer faster by pressing the:

+ **L** - The windows key can be found on the bottom left of keyboards and has the ability in combination with other keys to perform other actions.

Short cut keys in Outlook -
- **Alt + S** = To send an email
- **Ctrl +R** = Reply to an email
- **Ctrl + F** = To forward an email
- **Ctrl + 1** = Go to mail
- **Ctrl +2** = Go to Calendar
- **Ctrl +3** = Go to Contacts

Before sending a meeting request staff should review the Schedule Assistant tool which will help you in determining attendee availability.

MS Short Cut keys
- **Ctrl N** = Opens a new document / email
- **Ctrl key + mouse scroll wheel** = Zoom - change the size of icons / document.