

PRIMHD Regional Coordinators Teleconference (Final meeting)

Tuesday 28th June 2011

Present: Phillipa Gaines, Helen Cronin, Monica Martin, Dita Ciulacu, Belinda Walker, Jenny Hurunui-Angus, Barry Welsh, Katie Weastell, Vivienne Martin, Soledad Labbe-Hubbard, Kuvandrin Poonan (on behalf of Renata and Sandra).

Apologies: Renata Balfour, Sandra Murray, Ryan Papps, Kyle Hawkins.

Item	Notes	Actions								
Welcome, apologies and prioritisation of items on the agenda	As above									
Issues with NGO Reports (see ppt slide attached)	<p>List of current issues with NGO reports as identified at the face to face meetings:</p> <table border="1" data-bbox="443 721 1682 1317"> <thead> <tr> <th data-bbox="443 721 709 781">Area</th> <th data-bbox="709 721 1682 781">Issue</th> </tr> </thead> <tbody> <tr> <td data-bbox="443 781 709 956"> Technical </td> <td data-bbox="709 781 1682 956"> The provider schedules the report to run overnight, but it 'times out' or returns an error message in the morning. Navigating around InfoView is quite slow. Those NGO providers that are using a vendor (e.g. Wild Bamboo), do not have access to their reports via InfoView. </td> </tr> <tr> <td data-bbox="443 956 709 1105"> User error </td> <td data-bbox="709 956 1682 1105"> The NGO provider does not correctly step through the process as described in the User Manual, so consequently they experience a number of problems including being unable to access InfoView or failing to correctly schedule the reports. </td> </tr> <tr> <td data-bbox="443 1105 709 1317"> Communications </td> <td data-bbox="709 1105 1682 1317"> NGO providers are unaware of the existence of the User Manual. Lack of an acknowledgement by the MOH of the NGO/DHB request to access InfoView means that the provider is not sure if the MOH has actually received the request. Providers do not know how to lodge requests for additional reports from the Ministry of Health. </td> </tr> </tbody> </table>	Area	Issue	Technical	The provider schedules the report to run overnight, but it 'times out' or returns an error message in the morning. Navigating around InfoView is quite slow. Those NGO providers that are using a vendor (e.g. Wild Bamboo), do not have access to their reports via InfoView.	User error	The NGO provider does not correctly step through the process as described in the User Manual, so consequently they experience a number of problems including being unable to access InfoView or failing to correctly schedule the reports.	Communications	NGO providers are unaware of the existence of the User Manual. Lack of an acknowledgement by the MOH of the NGO/DHB request to access InfoView means that the provider is not sure if the MOH has actually received the request. Providers do not know how to lodge requests for additional reports from the Ministry of Health.	
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Training	NGOs lack training in all aspects of the NGO reports, particularly in (a) accessing and scheduling the reports and (b) interpreting and using them.	
Support	<p>NGO providers do not have a local/regional contact as the first point of contact to help them 'trouble-shoot' any issues and to help them deal with any problems.</p> <p>NGO providers do not have a central point of contact at the Ministry to answer any of their queries.</p>	
Data quality	If any discrepancy is found in the report (e.g. not all teams are listed, low volume of data, etc), it is not clear who the NGO should contact at the MOH about resubmitting data, etc.	
<p><i>Query:</i> under technical issues – has the MOH tested this? Is the problem a technical problem or user problem. The MOH would need an actual example to be able to act on this, may no longer be a problem since the system upgrade.</p> <p><i>Comment:</i> Belinda has an email example of problem situation from an organisation. Organisation contacted MOH, MOH response was that they only help to set up reporting access, do not train. Belinda has had Business Objects training and can use Business Objects yet cannot get infoview to work (example of difficulty level of Infoview). Belinda to send email example to Monica.</p> <p><u>Training on use of Infoview:</u> <i>Comment:</i> Dita ran reports recently, only took 10 minutes maximum. Will attempt to develop a 10 step guide by the end of this week ("cheat sheet"). Will send this to all. Belinda to send this to the NGO in above email. MOH may endorse this "cheat sheet" – potential MOH contact for this is Melissa Field.</p> <p><i>Note:</i> MOH has a list of people who currently have access to Infoview. Monica to find this list and send to PRCs/ regional representatives post June 30th.</p> <p><i>Query:</i> Is Melissa Field to be the single point of contact for NGO access to reports (running reports, using infoview etc)? Helen/ Barry to clarify. <i>Query:</i> Can training be set up for NGOs on how to access infoview? Need to see what "cheatsheet" looks like first. <i>Note:</i> Training over phone and internet on reporting access does not work. Use of Infoview requires hands on training.</p> <p><u>Access to Reports when using a vendor</u></p>		<p>Belinda to send email example of NGO access to reports request for help to Monica.</p> <p>Dita to develop step by step 'cheat sheet' to guide users in access to Infoview.</p> <p>Monica to find list of those with access to Infoview and send to regions.</p> <p>Helen/ Barry to clarify if Melisa Field is single point of contact for NGO</p>

	If the vendor doesn't run the report for the NGO the only other option is for the NGO to ask Data Management to run a report on their behalf. This can only be done for a small number of NGOs.	access to reports.
Ministry of Health Reporting Requirements post June 2011?	PRC reporting has been required as part of the PRC contract. Last report is due for the end of June coinciding with the end of the PRC role.	
Med Tech Update	Phil has been informed by Medtec that PRIMHD form is ready to go, however cost was higher than anticipated. Medtec would like to know what NGO threshold of monthly license payments would be, is wishing to contact each interested provider to scope this cost. Did talk about providing the 'advanced form' to enable NGOs to begin data collection. Platform will continue to follow up with Medtec.	Platform continue to liaise with Medtec re: availability of PRIMHD reporting solution
Issues Register (attached)	Platform to continue monitoring Issues on register post June 30 th .	Platform to continue monitoring issues as logged in register
Interest in future regional NGO information use forums/workshops?	<p><u>Midland</u> Has run four information workshops in partnership with Te Pou with a focus on PRIMHD. These workshops were evaluated and were rated well. Belinda can make the report on these workshops available when it is ready.</p> <p><u>Northland</u> Soledad has run a workshop on PRIMHD and information use. This area of work is still developing as many NGOs are still working towards compliance and therefore have not yet been able to consider accessing reports.</p> <p>Is there an interest in more workshops in the sector? KP will ask Sandra Southland would be interested as nothing is currently available. Dita to talk to Kerry Hand re: contacting Te Pou and considering Southland training. Phil will talk to NGOUs Belinda to send Phil and Barry Powerpoint used for four information workshops as an overview of training Midland has received.</p>	<p>KP to ask Sandra about region's interest in NGO information use workshops. Dita talk to Kerry Hand re: Southland information use training Belinda send Phil and Barry Powerpoint used at</p>

		Midland information workshops.
Actions from the minutes of the last meeting (attached)	See below table update.	
Other business	MOH hope to start HISO process in August this year. Helen is available in her role until the 30 th of July. Platform's role is also set to continue. Thanks from MOH to all the PRCs for persistence and success in getting so many NGOs reporting to PRIMHD. Thanks from MOH and PRCs to Platform for support of MOH and PRCs.	

Summary of Action Points from the PRIMHD RC meeting (Updated 28 June 2011)

#	Action	Responsibility	Progress
4	<p>Telco issues: Follow up again with Secure me re: IT problems</p> <p>Helen to continue liaise with Health Network providers, continue to follow up on service levels to NGOs providers - seek response of Service levels to NGO providers: Customer Service levels, Min and Max Response time in solving issues for NGOs providers) – (relates also to Issue 44, registered in the Platform issue register). (20/12/2010)</p>	Helen	<p>Telstra clear are still investigating reporting.</p> <p>Telecom – common problem is that the digital certificate is not installed.</p> <p>Recommendation re: both providers: Establish HealthNetwork access then VPN.</p> <p>Steve Martin is clarifying this.</p> <p>28/02/2011- Still no reports received from Telcos (Telstra-clear will send these, unsure about whether or not Telecom will do the same).</p> <p>11/03/11 - Unlikely that Telecom will provide a report. Waiting on information from TelstraClear.</p> <p>27/04/11 Carry forward – Helen is following up with Sinead re: Telstraclear</p> <p>6/05/11 Carry forward No eta, Sinead is waiting for news.</p> <p>3/06/11 – Carry Forward</p> <p>13/06/11 – Unable to contact, Helen to follow up</p> <p>28/06/11 – email attached as Appendix A</p>
New Business Items 25 March:			
67	<p>Coordinate response to email (to be received from Renata) about NGO switching from PRIMHD Online to vendor data backdate requirements.</p>	Barry/ Hilary	<p>8/04/11 – Carry forward</p> <p>27/04/11 – Hilary developing impact assessment for Barry.</p> <p>6/05/11 – Helen will follow up and feedback.</p> <p>20/05/11 – Helen to send document to RCs following today's meeting.</p> <p>3/06/11 – carry forward</p> <p>13/06/11 – Letter handed over to Gerald Sutton – Hilary to follow up.</p> <p>28/06/11 - Will be held until after all the PRIMHD Online upgrades have been completed - there is one more to go and this should be early July. The RCs</p>

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			have received the document in draft form and can send this to any NGO currently working through the process.
New Business Items 8 April			
79	Contact Andrew at Medtech and discuss time and cost queries.	Phil/ Vivienne	27/04/11 – Phil is waiting for news from relationship manager Monique Pot. 6/05/11 - Monique is on leave. Both Phil and Viv to try obtain a timeframe. 20/05/11 – Advanced form is complete. Medtec to write script for compliance. Helen following up with Ministry Software relationships manager to see if able to encourage further progress with information on date of release and cost. 3/06/11 – Progress continues, see appendix A below. Carry forward. 13/06/11 - Monique Pot is away until 16 th of June – Viv will wait and try again then. 28/06/11 – update noted in minutes above. Platform to track progress post 30 June,
New Business Items 13th June (Face to Face)			
112	Is there a quick guide on scheduling reports? Helen to check: - to add to introduction of user manual about: where to go to find out about scheduling reports.	Helen	28/06/11 – Dita could add a piece like this to the ‘cheat sheet’ New Action 120.
115	Katie to update NGO PRIMHD User Guide based on feedback. Flowchart of steps 1 – 9 to be used to structure document.	Katie	28/06/11 – In progress, will be sent to NGOs and Regional Portfolio Managers by end of week for review.
116	Helen to find out if PRIMHD Online test environment is still available	Helen	28/06/11 – Yes is, unsure how long for. Will find out.
117	Phil to update LLL.	Phil	28/06/11 – In progress
118	Dita will send Katie HISO requests.	Dita	28/06/11 – Carry over
119	Phil to update HISO change requests.	Phil	28/06/11 – Carry over. All to send any new items to primhd@platform.org.nz
New Items 28th June			
120	Dita to consider addition of an introduction about: where to go to find out about scheduling reports to cheat sheet.	Dita	
121	Belinda to send email example of NGO access to reports request for help to Monica.	Belinda	
122	Dita to develop step by step ‘cheat sheet’ to guide users in access to Infoview.	Dita	

#	Action	Responsibility	Progress
123	Monica to find list of those with access to Infoview and send to regions.	Monica	
124	Helen/ Barry to clarify if Melisa Field is single point of contact for NGO access to reports.	Helen/ Barry	
125	Platform continue to liase with Medtec re: availability of PRIMHD reporting solution	Platform	
126	Platform to continue monitoring issues as logged in register	Platform	
127	KP to ask Sandra about region's interest in NGO information use workshops.	KP	
128	Dita talk to Kerry Hand re: Southland information use training	Dita	
129	Belinda send Phil and Barry Powerpoint used at Midland information workshops.	Belinda	

Closed Actions (28/06/11)

#	Action Point	Responsibility	Progress on Action
105	Ryan to forward to all examples of infoview errors.	Ryan	13/06/11 – Carry forward 28/06/11 – See discussion in minutes. Closed.
108	Some NGOs still having issues with Telstra Clear – especially getting technical support from the helpdesk. Helen to contact Telstra Clear (Sonia) about availability of Telstra remote option	Helen	28/06/11 – see attached email below – Appendix A. Complete.
109	Platform will also follow up with Medtec if nothing is heard by this Friday (17 th June).	Phil	28/06/11 – Complete
110	Is it possible to turn computer off and the report is able to continue running overnight? Not %100 sure so Hilary to confirm	Hilary	28/06/11 – “it is possible to turn off your PC once you have scheduled an Infoview report to run.” Closed.
111	Melissa Field is currently owner of NGO Report End User Guide. Helen to confirm.	Helen	28/06/11 – Melissa is "happy to be the point of contact for those who have questions or suggestions for changes. She will compile a FAQ document and re-issue as necessary." Closed.
113	Second line – reword “Is the data error free” to “are there any inconsistencies requiring investigation.”	Helen	28/06/11- Complete

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	(Helen).		
114	Katie – consider adding the data quality flowchart to NGO User Guide as FYI?	Katie	28/06/11 – Will be done. Complete

Appendix A

----- Forwarded by Helen Cronin/MOH on 21/06/2011 10:33 a.m. -----

Sinead KIRWAN <Sinead.KIRWAN@telstraclear.co.nz>

21/06/2011 10:04 a.m.

ToHelen_Cronin@moh.govt.nz

cc

SubjectRE: Customer service monitoring - Telstra Clear

Hi Helen

All is good here thank you, I hope you are doing well and not feeling the effects of winter too much. In response to your queries:

- 1) We do have a work request raised to look at what type of reporting we might be able to deliver out of our systems. This piece of work is prioritised in the relevant work group with work from across the entire company so may take some time to be actioned. I am making sure it remains at a high priority but if emergency pieces of work arise (as they tend to) these take priority.
- 2) HealthRemote is still being offered and I would be interested to hear the specifics of that call if you have them so I can chase it up. Do you know who called, their account number and name? I can look into who they spoke to and make sure they are aware of HealthRemote being available.
- 3) The Helpdesk should all be up to speed and have plenty of information available to them around HealthRemote. Customers having issues should be put through to our faults team who have a slightly more in-depth knowledge. All queries should continue to go 0508 555 500 and be handled there. If you do hear of any issues please let me know and I can ensure all areas that need to be are covered off.

Many thanks

Sinead