



FUJITSU VS INFLEXIBILITY

THE CHALLENGE

Develop a customised IT outsourcing package that adds business value and improves operational efficiency.

THE SOLUTION

The formation of the InfoHEALTH alliance, between Fujitsu and the Western Australian Department of Health to manage every aspect of the departments IT infrastructure.

THE RESULT

The establishment of a collaborative partnership and increased flexibility through shared responsibilities.

INFOHEALTH ALLIANCE DELIVERS FLEXIBILITY AND COST SAVINGS TO WESTERN AUSTRALIA'S HEALTH SERVICES

Healthcare providers everywhere face a multitude of challenges – changing demographics and societal expectations, costly emerging technologies, and the changing role of health professionals, to name just a few. At the same time they face ever-greater funding pressures, exacerbated by the increasing costs of labour, equipment and pharmaceuticals.

As if that were not enough, healthcare providers are struggling to update their information systems to keep pace with technological innovation and to provide the kind of rapid, integrated information services that patients and health professionals have come to expect.

In this environment, IT outsourcing is not necessarily enough. Traditional outsourcing arrangements do not always provide the flexibility and responsiveness that healthcare providers need.

Instead of a technology supplier, you need a technology partner – an organisation prepared to share both the risks and the rewards of developing and delivering IT services. That's why healthcare providers are increasingly turning to collaborative healthcare solutions.

A common failing of healthcare IT projects is that technological innovations are poorly aligned with the organisation's strategic direction and the needs of key stakeholders.

“We provide a solid operational platform for application delivery, while developing a strategic direction and architectural framework”.

- Jeff Smoot, Client Director, Sales, Fujitsu Australia & New Zealand

THE CHALLENGE

The Western Australia Department of Health has around 34,000 staff spread across more than 650 locations. Like other Australian healthcare organisations, it must deal with the challenges posed by a sparse population spread across vast distances and living in a variety of conditions, each with its own set of health problems. That environment presented its own challenges to the department's IT managers.

“The Department had been outsourcing their IT services for a number of years”, but they had begun to find that traditional, contract-driven outsourcing wasn't enough. It was too inflexible; it couldn't keep pace with their changing needs over time”.

- Mike Mongey, Fujitsu's Alliance Manager.

As a result, the Western Australia Department of Health sought a partnership with a flexible IT service provider who would not only share the responsibility for planning and delivering IT services, but also the associated risks and rewards.

By entering into a collaborative alliance with their chosen service provider, the department hoped to:

- Integrate information from various systems and locations
- Realise business value from vendor contracts
- Integrate IT effort with the department's strategic plan
- Achieve greater operational efficiency.

AT A GLANCE

- InfoHealth is a collaborative partnership between us and the Western Australian Department of Health
- The InfoHealth alliance manages every aspect of the department's IT infrastructure
- InfoHealth gives the department a level of flexibility and cost-effectiveness that would not be possible with a traditional outsourcing arrangement
- Key stakeholders are actively invited to participate through the project control groups and business user groups
- Western Australian Department of Health renewed the relationship contract for a subsequent five years plus two year term.

THE SOLUTION

In June 2005, the Western Australian Department of Health renewed the relationship with us for the InfoHealth alliance. This is based on a successful five year history of working together. The InfoHealth alliance manages IT services for all West Australian public hospitals and health services. Located in Perth, the InfoHealth alliance employs over 200 staff.

This alliance provides application and infrastructure development and support, as well as strategic IT consulting services, benefits realisation, project management, change management and enterprise architecture services to Western Australia's hospitals in both metropolitan and rural areas. A number of applications are managed by the alliance.

Applications used by the Western Australian Department of Health often leverage third party software such as GE Ultra, EDIS and Oracle financials. Through these established applications, the alliance supports areas such as:

- Finance
- Human resources
- Payroll
- Allied health
- Clinical costing
- Emergency departments
- Laboratories
- Medical imaging
- Medical record-tracking
- Patient administration
- Pharmacy
- Theatre management.

A COLLABORATIVE APPROACH

Collaboration is a key feature of the InfoHealth Alliance. We lead a consortium of organisations, including ASG and ISA Technologies. The alliance's structure maintains a balance of responsibilities between the organisations.

We are responsible for the overall management of the alliance, service delivery and the provision of IT services to the public health system in WA, including:

- Portfolio and program management
- IT strategy and architecture
- Enterprise value management
- Process improvement
- Benefits realisation
- Application development
- Package implementation
- Infrastructure services
- Security design, review and implementation
- Quality of service
- System maintenance and support.

The Western Australia Department of Health's senior management is responsible for the alignment of the alliance with the department's business needs, the strategic services group and the financial management and commercial support of the alliance.

APPLICATION MANAGED SERVICES (AMS)

Our application managed services (AMS) supports and operates a number of core business applications for WA Health including:

- Clinical information management (iCM)
- Patient administration (TOPAS)
- Pathology (ULTRA)
- Pharmacy (ASCcribe)
- Emergency department (EDIS)
- Allied health (AHS)
- Medical records (MeRITS)
- Human resources (Lattice/RoSTAR)
- Finance and supply (Oracle)
- Clinical costing (TRENDSTAR)
- Mental health (PSOLIS)
- Waitlist management (PEARLS)
- Clinical incident management (AIMS).

These applications support the delivery and management of the core business function performed by the health services.

INFRASTRUCTURE SERVICES

Information technology within the Department of Health is highly disparate. Through the InfoHealth alliance, we have the responsibility of supporting the core health service applications, associated 24 hour by seven day helpdesk, data centres, and the wide area network.

PROJECT MANAGEMENT OFFICE

We have provided the project management office and governance functions as part of the InfoHealth alliance, these activities include:

- Confirmation of project objectives and scope
- Assessment of project management capabilities.
- Support and utilisation of InfoHealth's project development methodology
- Selection, execution and evaluation of projects
- Auditing of projects (milestones and post implementation reviews).

STRATEGY

We are actively engaged with the Western Australia Health Department to assist with defining the ITC long-term directions to achieve a sustainable corporate computing technology and meet customers requirements.

ABOUT FUJITSU

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