

# -The Trend Setter-

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## TREND CARE WINS QLD ICT AWARD

The TrendCare team were honoured to receive the Qld ICT award for Service Delivery and Training from the Australian Computer Society (ACS). This Award recognizes the contribution TrendCare has made to information technology in the healthcare industry.



Steve Scanlan from Randstad (sponsor),  
Cherrie Lowe (TrendCare CEO), and  
Bruce Lakin (ACS).

## WELCOME TO ALL 2010 NEW TREND CARE SITES

- KTPH – Singapore
- Dalby Hospital
- Warwick Hospital
- Atherton Hospital
- Mareeba Hospital
- Innisfail Hospital
- Caboolture – Mental Health
- Brighton Rehabilitation
- Ashworth House
- Halwyn Centre

## TREND CARE HELPDESK

Support issues received by TrendCare Helpdesk are logged in the TrendCare Quality system and allocated a priority rating and given a unique reference number. An email is forwarded to the client acknowledging receipt of the issue and a copy of the reference number is included in the subject heading. To ensure the issue is addressed in a timely manner and to assist us in tracking issues, please ensure all correspondence relating to the issue includes the reference number.

TrendCare monitors all help jobs and the time taken for resolution. These are trended by our Quality management system and the TrendCare team is continuously trying to improve their performance.

**NEW STAFF** Introducing Anne Davies and Liz Gollidge, two new nursing consultants taking the TrendCare nursing team to five strong.



Anne comes to TrendCare with extensive experience in nursing management and a keen interest in statistics and reporting.



Liz has previous experience in general nursing and mental health with extensive experience in education.

## FAQ

Q: Why don't my roster codes automatically update when I change the parameters in Roster Code maintenance?

A: Changes made to Roster Codes in Roster Code Maintenance will take effect each time that roster code is added to a roster after the time the change is made. Where the code is already used on a roster, the code remains as it was at the time the code was added to the particular roster. The historical parameters of the code are retained in order to keep an accurate history of what a code means at any given time (start time, number of hours per staffing area, etc.). The code can be updated on an existing roster by going to the roster, selecting the roster code and applying it over the top of the existing instances of the code in the roster. A warning will appear asking if you wish to change the code – click Yes to make the change.

## ADDITIONS TO TREND CARE VERSION 3.4

In addition to the enhancements announced in the December 2009 newsletter, the following features will also be available:

- The allied health component has been extended to include records of gym activities and group attendances. The reporting has also been extended to include reporting by individual therapists and by DRG.
- The staff HRM has been extended, separating medical staff, nursing, allied health and non clinical staff into different staff groups. The ability to track credentials has been extended and a process for work visa tracking has also been included.
- A process for developing junior medical staff rotations will be available in V3.4.
- Monthly and year to date graphs on sick leave, casual utilisation, agency utilisation and overtime have been developed and can be viewed by shift, daily, monthly and year to date.

## TREND CARE SUPPORT SURVEY

Thank you to everyone that participated in our recent survey. A summary of feedback we received is below:

1. Is response time for clinical support services satisfactory? Yes – 100%
2. Is response time for I.T. support services satisfactory? Yes – 94%
3. Rate overall satisfaction with TrendCare support. Excellent – 52%, Very Satisfied 36%, Satisfied 12%

Clients' comments "I have been more than impressed with the support I have received from all departments within TrendCare. It makes working within such a supportive team very rewarding. Thank you!!" "Keep up the good work team."

TrendCare will be implementing some of the innovative ideas presented by users via this survey. Thank you for your contribution.

## CONFERENCE ATTENDANCES

TrendCare will have an exhibition booth at the following conferences in 2010:

- 3<sup>rd</sup> Passionate about Practice Conference in Brisbane, 1 – 3 August. [www.iamevents.com.au](http://www.iamevents.com.au)
- Nursing Informatics Australia Annual Conference in Melbourne, 23 August. [www.nia.org.au](http://www.nia.org.au)
- HIC2010 in Melbourne, 24 – 26 August. [www.hic.org.au](http://www.hic.org.au)
- World Computer Congress in Brisbane, 20 – 23 September. [www.wcc2010.com](http://www.wcc2010.com)

*N.B. Trend Care Systems is pleased to provide financial support to hospital staff who are presenting papers (related to data analysis or quality improvement projects involving the TrendCare system) at conferences.*