



INTRODUCTION

Haven't we been experiencing extraordinary times over the last 8 weeks in New Zealand and around the globe? New Zealanders being asked to stay at home while essential workers (hospital workers) continued with their jobs. But it was not normal inside hospitals, either. Staff were asked to participate in work outside of their normal. In some organisations, this meant looking to staff outside the direct clinical care positions and TrendCare Coordinators took on clinical or management roles. Others maintained their positions and worked in other ways supporting their organisations to take stock of what was required and what could be developed. As we move into another phase and as we come back to those normal positions, we find hospitals the same, but changed.

So how did we at TrendCare spend our time? We continued to support the queries and behind the scenes enhance future product releases. We look forward to seeing people in person once our bubbles can be expanded.

INFORMATION RELEASES

TrendCare is currently updating their benchmarks for Australia, New Zealand, Singapore, United Kingdom, Ireland, and Thailand for all patient types. This includes patient types introduced in 2018 with v3.6. For TrendCare to obtain the most accurate and realistic results, it is important that we obtain the largest sample size possible. It is in the interest of every TrendCare site to send their data as they will receive a detailed report of the HPPD for each patient type relevant to them in the benchmarking study.

Thank you to those who have already submitted.

The deadline for submission is 30th June 2020.

In March and April, we released information to New Zealand and other affected international sites regarding utilisation of TrendCare to assist with the hospital's COVID-19 response.

If you have not received these communications, please get in touch with us via support@trendcare.com.au

KEEPING ON TRACK WITH IRR

We acknowledge this can be challenging, especially if this was planned activity during your site's response to the public health crisis. If this is your experience, you may need some re-planning and checking in with your TrendCare Steering Committee to put this together.

This can be a timely reminder about TrendCare use and IRR testing to ensure data integrity is maintained. Staff confidence with correct patient types and selection of the appropriate care indicators reflective of care activity is the key to good quality data.

WHAT'S NEW?

A new Customer Service Portal has been in place in the UK for several months now with great success. It offers the following to our valued customers:

- Single point of contact and management for all TrendCare services and support
- Real time communication – updates, collaboration, and request status awareness
- Built in Service Level Agreement parameters and tracking
- Integrated Knowledge Base
- Automated acknowledgement of submitted requests
- Detailed, searchable histories of all issues raised by you, or within your organisation.

Watch this space as we look to implement this portal in New Zealand.

WHERE IN THE WORLD IS TC?



Swiss Alps 2019