



We are pleased to inform everyone that TrendCare will resume sending regular newsletters to all TrendCare customers. These newsletters will provide details of upcoming workshops and events and provide information on updates, new features of the TrendCare product and introduce new Trendcare Coordinators.

Upcoming Australian workshops

Via Remote learning - dates to be confirmed.

- **Foundational workshop for TrendCare Coordinators (early December 2022)**
- **Operations/Duty Manager workshop**
- **Foundational Reports workshop**
- **Australian TrendCare Coordinators' workshop**
- **Specialty workshops / forums**

Watch out for "save the date" emails!

Who's New

We welcome some new and some familiar faces recently appointed to TrendCare roles in QLD Health

Joel Hines – Clinical Nurse Informatics, PCH hospital, Metro North HHS

Joshua McRae – Nursing Director – Informatics and Digital Health, Darling Downs HHS

Jayne Hill – Informatics Manager, Bundaberg Base hospital, Wide Bay HHS

Please let Trend Care know if you have been recently appointed to a position with responsibility relating to the TrendCare system.

What's New

TrendCare Customer Support Portal

During the past 12 months, Trend Care Systems implemented a [TrendCare Customer Support Portal](#) which enables our customers to log and track support issues. This means that TrendCare Coordinators have the ability to track progress and identify the TrendCare staff who are working on each specific support issue.

For your issue to be tracked and answered promptly by a TrendCare consultant, please create a new ticket in the portal. Here's a link to everything you need to know about the portal [TrendCare Customer Service Portal User Guide.pdf](#)

TrendCare Benchmarking Report

TrendCare has recently released the results of the international Patient Type HPPD benchmarking study report. Sites that submitted data for 2019/2020, will be able to identify where their wards sit in comparison to other wards from different organisations, for specific patient types. All organisations and wards remain anonymous in the report.

The revised TrendCare Projected Benchmarks for 2022 have also been released. Where indicated by the data, benchmarks may have a single range or may have separate ranges based on hospital size: small, medium, and large. ICU and some other relevant patient types present separate benchmark ranges excluding 1:1 care and including 1:1 care. Where there is data to support the breakdown, many Day Only patient types have separate benchmark ranges relevant to Day Only wards and 3-shift wards. This has been our largest benchmarking study to date, with more than 17.8 million patient shifts submitted to the study. It should be noted that changes to previous Patient Type HPPD benchmark ranges provides evidence of increased or reduced acuity due to changes in treatments, length of stay, care protocols and organisational structure.

While Nurse Patient ratios successfully mandate a minimum safe staffing level, sites that additionally use the TrendCare acuity tool can also demonstrate, or provide evidence of, fluctuations in patient acuity and an increasing HPPD requirement due to shorter lengths of stay and higher comorbidities. Evidence of patient acuity measures and the "other" work that nursing services complete, (captured in TrendCare staffing areas), is critical if nursing FTE requirements are to be accurately calculated for nursing services. TrendCare data is currently used by numerous Qld Health sites in their BPF development.

Version 3.6sp1 release

The latest TrendCare upgrade version 3.6sp1 is now available! This version contains new patient types, enhanced features and some bug fixes. This release also includes new development to accommodate the changes in acuity measures relevant to the

management of COVID patients. If you would like a copy of the TrendCare Software Upgrade Advice, please submit a Software Upgrade Request via the customer support portal.

Qld Health sites will be provided with a special release (3.6.sp2) which will include an API interface to iWFM and a process for managing unallocated / deficit shifts imported from the roster. Sites will be notified when this release is available.

Flexible Training workshop options

We are available to do onsite or remote upgrade workshops, these are especially helpful if you are upgrading several versions at once. We can combine an upgrade workshop with a refresher, as it is an ideal time to revisit processes and to check the integrity of the TrendCare data.

During the pandemic we had to quickly set up remote alternatives to our planned onsite workshops for the major implementations that were already underway. This was a steep learning curve for all parties involved but has had a silver lining in creating the opportunity to offer more options for training. We have now successfully conducted most types of workshops remotely. While some workshops are easy to adapt and deliver remotely, others require more lead time for preparation with hospital staff to ensure the learning objectives are successfully met. Please let us know if you would like to discuss your training needs with us and we can create a suitable plan for your site. *N.B. The indicated workshop lengths are flexible and are determined by the content required/relevant to the organisation.*

Some examples of workshops available are:

3 - 4 hr Refresher sessions on acuity, specific modules, version upgrades, service reviews

3 - 4 hr Foundation Reports Interpretation – Simple analysis of the main foundational TrendCare reports and audits used to ensure complete and accurate data, to understand the context of your data sets and identify improvement opportunities in safe staffing, patient outcomes and efficiency.

3 - 4 hr Customised Reports Interpretation sessions for specific groups – specialty services (Emergency, Renal Dialysis, etc), operational managers, duty nurse managers, etc.

3 - 4 hr Implementations – Site specific customised Clinical Handovers, Roster Maintenance, Roster

Development, Clinical Pathways, Care Plans, Patient Assessments, Allied Health Activity Registers.

3 hr IRR theory (generic process) + **2 hr practical sessions** (review indicators and practice session for specific casemix / ward groups). Recommended as an onsite session.

Helpful Hints

A quick and easy quality improvement action that results in an immediate improvement in data quality is to introduce a Team leader handover process of checking the Allocate Staff and Inpatient Shift Data screens at shift changeover. This is invaluable for:

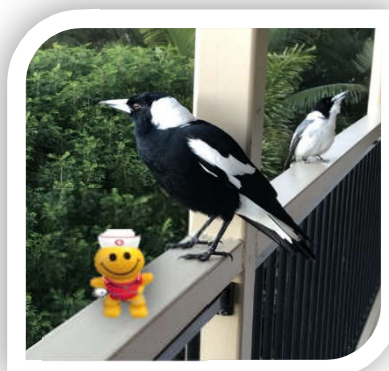
- Verifying that all patients are actualised for the current shift and predicted for the oncoming shift
- Checking that patient type selections were correct for care required on the outgoing shift and that appropriate patient types are assigned for the oncoming shift
- Confirming the worked hours in the appropriate staffing areas are actualised for the outgoing shift
- Confirming the correct staff are on the oncoming shift and correctly assigned to predicted staffing areas
- Ensuring the updating of shift notes
- Check equitable patient allocation

Data accuracy and consistency is instantly improved with two sets of eyes on the actualisation of both main screens at the end of every shift.

This also stimulates conversations about data entry processes and accuracy, encouraging interest in the data quality.

We will be introducing a new TrendCare Coordinator profile section in our next newsletter.

Where in the world is TC?



Caring for the wild birds in the Glass House Mountains.