



## Case Study – Qld Health – Townsville Hospital & Health Services

Following an accreditation review in 2014, Townsville Hospital and Health Services made the commitment to invest in the delivery of improved system administration services.

In order to support compliance of ACHS Accreditation Standard 14 - *'Health records management systems support the collection of information and meet the consumer/patient and organization's needs'*; the task of better managing digital records through the use of an Electronic Document and Records Management System (EDRMS) was brought to the fore.

While not wanting to implement a full EDRMS rollout from the outset, the challenge for the Service was to find a system that provided a fit for their current needs, but was designed to be able to grow organically as they addressed additional requirements. They decided to tackle this task with the rollout of Knowledgeone's RecFind 6 EDRMS, to assist in the capture and classification of a range of corporate governance records including emails, contracts and personnel files.

According to Norvan Vogt, CIO, the Service was in need of a system that would be easy to configure and easy for the workforce to use, while also managing their ACHS Standards compliance requirements. Not all staff were desk or office bound, so a solution was needed that allowed them to manage their particular requirement without a lot of training and time away from their duties.

To this end, the Service decided to upgrade its existing RecFind 5 system to take advantage of the features in the latest version of RecFind 6.

RecFind was first introduced at Townsville Hospital in 1995, as part of the RecFind rollout across Queensland Health, where it was used to manage the physical administrative files. Over the years the Service has been proactive in keeping RecFind up to date and has continually partnered with Knowledgeone Corporation for consulting and training services.

Given the excellent existing relationship with Knowledgeone Corporation, it's no surprise then, that when the Service was looking for a customizable, scalable and robust EDRMS, they looked into upgrading to the latest version of RecFind 6. Norvan explains;

"It's unfortunate that sometimes vendors aren't seen as partners. We have had a great relationship with Knowledgeone and previous versions of RecFind have always handled our requirements, so why look somewhere else?" said Norvan "It would have been a poor decision to move away to another product".

Initially, RecFind 6 was implemented in the Hospital's Executive Branch where it is used to capture electronic documents, primarily governance related documents and emails, onto administrative profiles. Along with the RecFind client, the RecFind 6 Button was implemented as the primary tool to add emails and electronic documents into the RecFind 6 repository. Having the RecFind 6 Button embedded in the Microsoft Office applications makes it easy for staff to save documents, and particularly Outlook emails, directly to a virtual file within RecFind 6.

This initial implementation required the merging of multiple RecFind 5 databases before a final upgrade was performed to provide a single RecFind 6 system. Over the past 18 months additional sites have come on board, with access to each area's records being controlled via security groups that are created within the RecFind 6 security model. Following this success, the Service has extended RecFind 6 to handle some of their other requirements surrounding contracts and personnel files. Profiles have been configured for each of these record types, with each profile being the container for all related electronic documents.

Since implementing the RecFind 6 solution, the Service has found some obvious benefits – particularly around the access and use of the system at their remote sites, as Norvan explains;

"We've setup access from our regional sites via the RecFind 6 Web Client, which has worked well due to its great performance over our light WAN links".

Moving forward in 2016, Norvan sees RecFind 6 as being critical to their maintaining their ACHS Standards accreditation, while playing a major role in the Service's implementation of the eHealth Investment Strategy and its Release of Information requests.