

Eastern Melbourne PHN

Accelerating behavior change through digital innovation

16 March 2022

Panel Discussion



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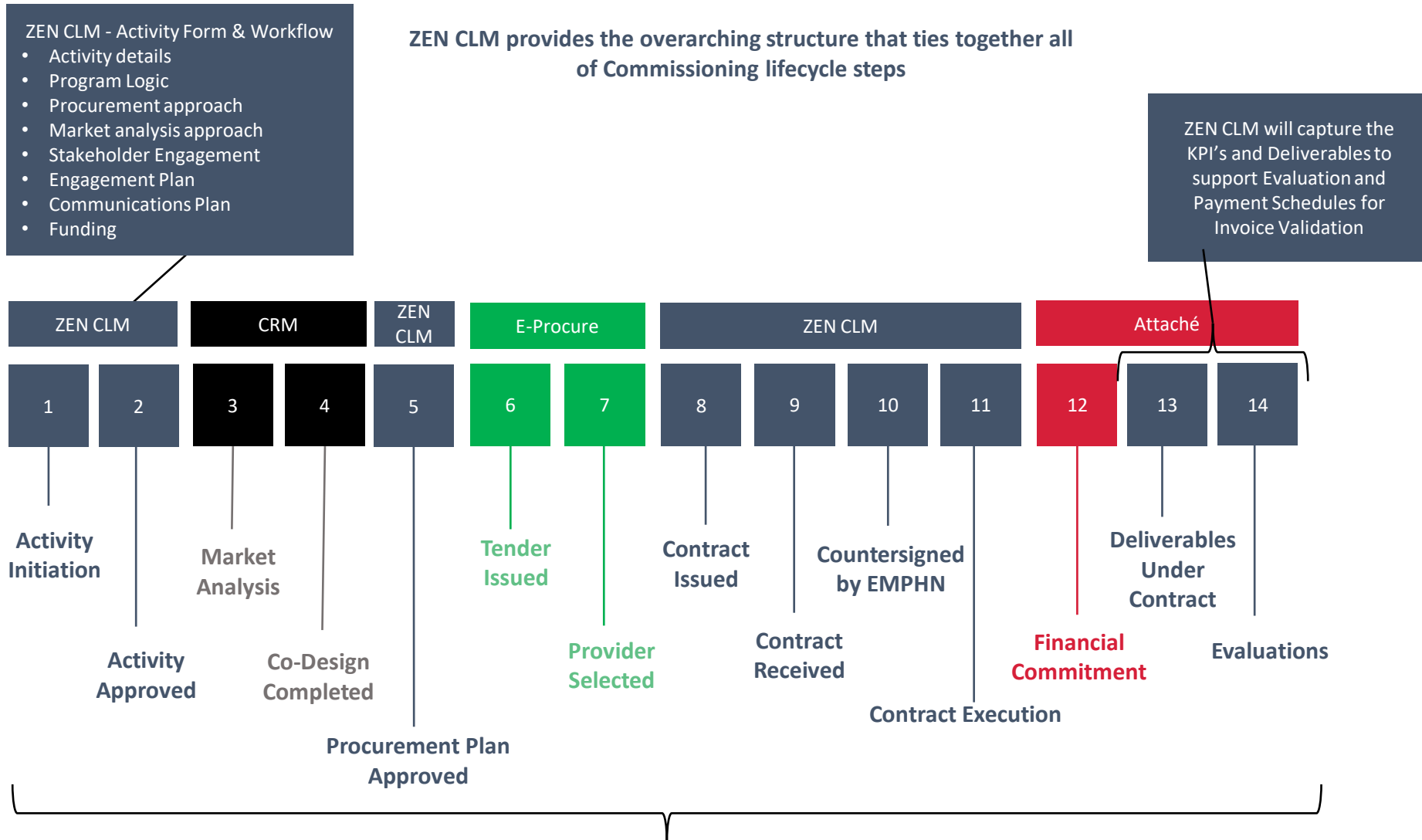


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Commissioning Milestones – Systems View



All of these steps (1 to 14) are captured within ZEN as Milestones with the Status and workflow for progression and completion.

Commissioning Lifecycle Management System

An EMPHN digital transformation project

EMPHN's current situation:

- > Fragmented processes and practices across systems
- > Commissioning information captured across multiple applications and spreadsheets
- > Re-entering information increases chances of errors
- > Time wasted looking for forms, reports and documents
- > Inability to provide value added analysis, reporting and planning capability

Project implementation teams:

CLM Project Board

Weekly Commissioning Huddle Group

Collaboration forums

Key Users Group



Foundation September 2019

- > Provider & Contracts register
- > Smart Forms to support registers

- > CLM holds information on providers for process and record keeping
- > CLM holds information related to both issued (Providers) and received (DoH) contracts
- > Move away from using manual documents and spreadsheets

Core Functionality February 2020

- > Projects and contracts functions
- > Project Performance Assessment

- > Ability for Program managers to report on their activities in a structured, standardised way for reporting to management and externally
- > Contract information held in one software solution

Commissioning Building Blocks April 2020

- > Activity and project modules
- > Projects register to initiate activities
- > Integration with Attaché

- > Project information and procurement plans are held in one software solution
- > Move away from using spreadsheets with richer functionality and ability to report and analyse

Commissioning Workflow June 2020

- > Workflow contract and activity
- > Reporting and Analysis
- > Commissioning process flow alignment

- > Minimise manual staff effort as all staff start using CLM
- > Transparency of information held in one software solution
- > System integration to avoid double handling of information and to support workflow automation
- > Basis to accelerate digital benefits of automating many of the business processes, including approvals, notification and tracking of tasks throughout the process lifecycle

Invoice management August 2020

- > Contract expense management
- > Full financial integration
- > Financial reporting and analysis

- > Provides functionality to automate and digitise invoice processing
- > Move from manual processes to rich functionality and ability to automate and streamline workflow
- > Report and analyse all digital information held in CLM to support more accurate decision making, forecasting and a clear understanding of how resources are being consumed and managed

Optimisations August 2020 +

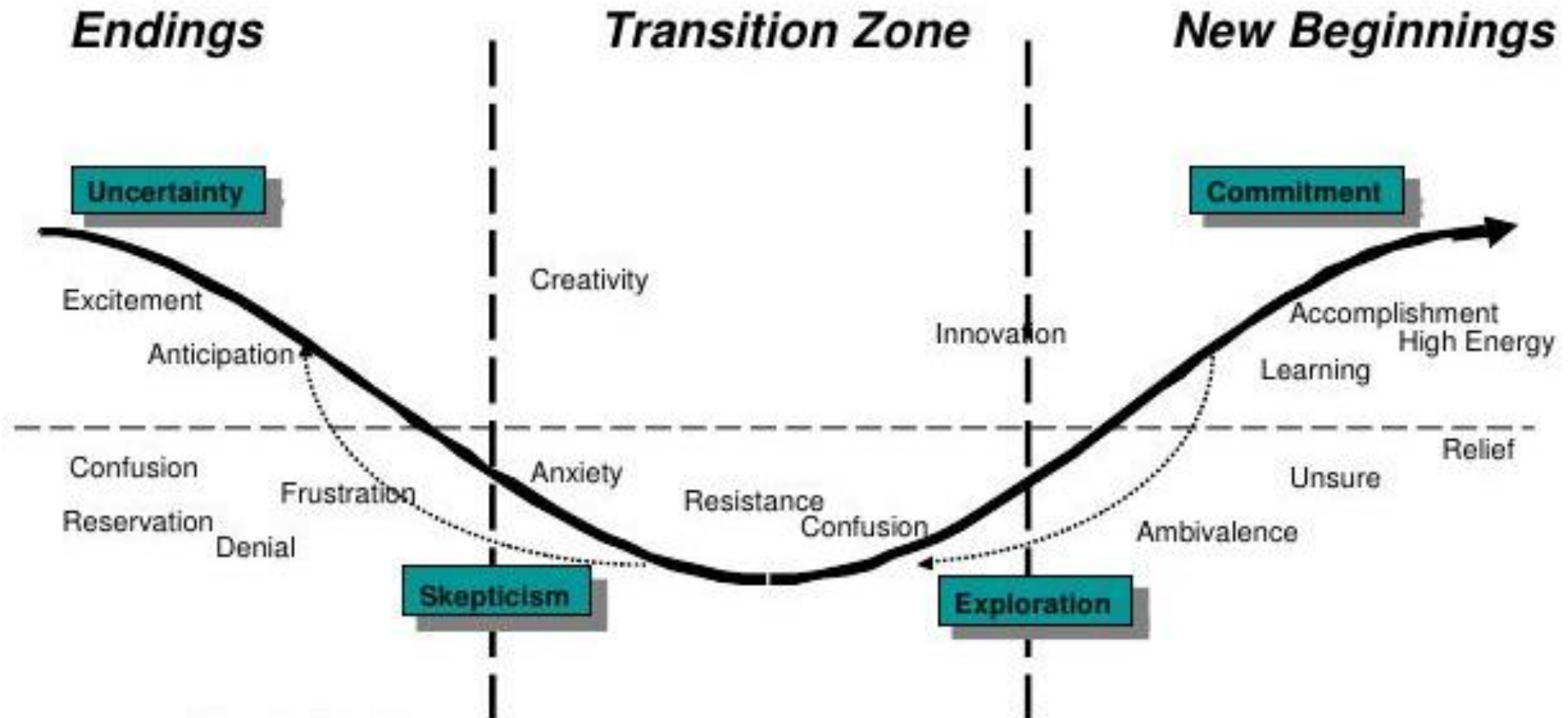
- > Enhancements and adjustments from user feedback and in accordance with evolving process improvements

- > Digitally transformed EMPHN's commissioning lifecycle including activities, projects, processes, data, underlying tasks and reporting to Government
- > Improve provider relationships through productivity efficiencies and enhanced information and analysis of provider performance
- > Full traceability from funding source (Grant), to commissioning of activities, delivery of services, reporting, performance and outcome analysis

The future of EMPHNs Commissioning Lifecycle Management:

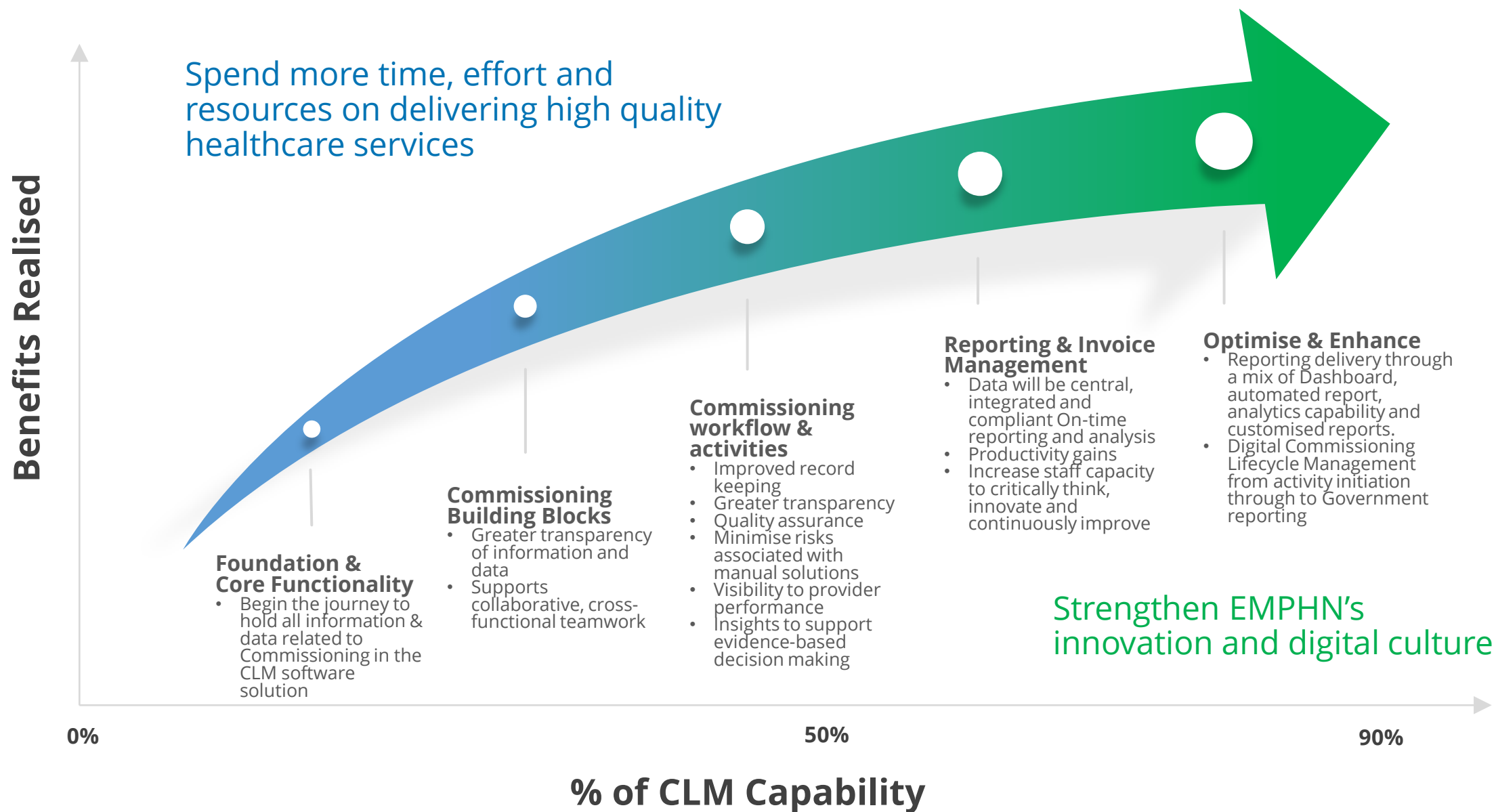
- > Streamline commissioning workflow
- > Co-design processes and work practices to reduce manual staff effort
- > Provide greater transparency of information and data
- > Improve record keeping and report generation
- > Provide clear governance of data held in one software solution
- > Strengthen EMPHN's digital culture

Experiencing change in transition



Adapted from *Managing Transitions*, William Bridges

CLM Capability vs Benefits Realised



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2022 PHN Commissioning Showcase

16-17 March 2022

Mereweather Surfhouse

Newcastle