



Review of the Trial Programme – On-Line Catalogue Ordering Solution (OCO)

June – September 2011

For

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 - Richard Small
 - Marie Chester
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Written by

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Initial Project Definition

Objectives

1. To develop an alternative model for the application and recommendation of List Equipment items which are low cost/non-complex that minimises the risk of:
 - a. Long client waiting times to receive equipment due to limited staff availability to undertake assessments
 - b. Inappropriate provision of equipment to clients due to the lack of immediate access to equipment information
 - c. Over expenditure for Equipment and Modification Services
 - d. Inefficient use of health professional resources
2. To consider any impacts on the process for the transition between short term and long term Equipment List items.
3. To test the model through implementation across the DHB provider delivering community / hospital services.
4. To provide a low cost portable electronic system trial programme with key evaluation criteria and reporting structures that will assist in the recommendations for further expansion and support.

Key Messages

The development of a trial programme will provide for;

- A rules-based information system to manage access and securitisation issues
- The ability to link with existing business systems within both accessible and the DHBs
- The creation, submission, receipt and approval of applications
- Accurate capture and reporting of information
- Monitoring of quality and review of trends
- Applications are generated electronically via a web based application
- Exploration of new opportunities in the future that relates to other forms of equipment and services supply and funding
- Reducing extraneous activity associated with the processing of an application
- Creation of process changes that have positive impacts on service delivery for the client
- Meeting the Ministry of Health requirement for “better sooner more convenient” services

Project Outcomes

The following desired primary outcomes will be measured as part of the evaluation of the project:

- Waiting times to receive MoH funded equipment are reduced for people who have been assessed as requiring MoH List Equipment.

- Staff undertaking application and recommendation for the provision of List Equipment items are able to do so with speed and client inclusion
- No cost increases for District Health Boards (short term loan equipment) or the MoH occur as a result of the implementation of a new model. In fact there should be a reduced cost as equipment applications are lodged with **accessible** more efficiently and the equipment delivered to the client within the agreed timeframes

The following outcomes are secondary to the trial and may be measured as part of the evaluation:

- Improved service delivery for disabled people
- Greater accuracy of information provided and will not be undermined by double entry
- Only one application needs to be lodged
- Quicker processing times and faster fulfilment of requests
- One standard and simplified method for lodging MoH List Equipment applications

Initial Trial Summary of use and issues that arose from the trial survey

accessible was able to gain support from all DHB groups within the **accessible** region and ACC Case Management from both Counties Manukau and the Hamilton Contact Centre. In total there were 37 Users who participated in the initial trial programme.

Each User received a training programme that consisted of

- 1 hour workshop introduction to OCO and how it is used
- A User's Guide
- A training video that was accessed via the **accessible** Website

To date **289** applications have been processed that were submitted by MoH users. This is an average of 8 per day over the length of the trial programme. However what we found was that a number of these users were within the Hospital environment and did not make many applications for EMS funded equipment as part of their normal work day. Those who worked within the community certainly contributed more strongly to the trial and those members' use of OCO was far more regular including on a daily basis.

With the introduction of the Programme there were two major issues identified:

- The DHB browser versions being less than Internet Explorer7 (IE7) as the set minimum
- Taking time to adapt to the change of process and get used to the different format

Some enhancements were developed as the programme progressed. As a result of feedback from the survey further enhancements have been made and the On-line Ordering programme is due for release early October.

accessible believes that there is an opportunity within the 2011-12 year to have between 40-60% of List applications (30-40 average per day) submitted via the On-line Ordering system. The Health Alliance IT team are currently working on an upgrade project to IE8 and this will add significantly to the user performance of the application. There are complications within this upgrade that relate to the each DHB's Patient Management Systems that link through the browser but we are reliably told that this project now has some priority due to other eReferral forms that are being developed.

This is an example of feedback we received from the users and as such we were able to make enhancements for programme improvement as we progressed through the programme.

Hi Tim,

I am emailing to give you my feedback re: the online catalogue trial.

Areas requiring development:

1) The catalogue would run very slow at times when using it on the Northland DHB network. I tried using the catalogue on my home broadband which made the process quicker.

2) It would be great if you could access an e-form without having to navigate through to the catalogue page. Perhaps it would be easier to have the link to the e-form on the online home page that comes up when you login?

3) When I would transfer from the catalogue to the e-form it would always have the equipment that I had previously ordered. I would need to delete this equipment before starting my application. This adds time to the process which can be frustrating when using a slow DHB internet connection.

4) Few of the teething issues need to be worked out i.e. this afternoon I tried to log in and the system would not accept my username and password. An hour later it accepted my username and password but then when I accessed the online catalogue there was no 'transfer to e-form' link ?? reason.

5) I have read the warning on the home login page about public viewing of the equipment catalogue. It needs to be made clear to public if they are viewing the catalogue that equipment can only be obtained if the need is essential. That the catalogue shows only what equipment is available but that there is Ministry of Health criteria that need to be met for equipment to be provided.

6) Would be great if the actual system login was shorter than name.name.KM101017.moh. Perhaps just assessor number?

7) I was wondering whether the catalogue would take less time to load if you MOH assessors only viewed catalogue for MOH equipment. Does having MOH and ACC equipment increase page loading time?

Overall the catalogue and e-form are very easy to use. There are some great features of the online system such as:

- 1) Providing further information about the equipment items.
- 2) Making pictures enlargeable by hovering your mouse of the photo.
- 3) The e-form is well set-out and I like that you can navigate between the different areas of the application.
- 4) It is great that you can use the e-form from any computer with internet access!

Thank you for the opportunity to be a part of the trial group. I hope this feedback is helpful.

Regards,

On August 16th an on-line survey was sent to the User group and a sample of the feedback that we received from the current users is included in [Appendix 1](#).

Action Points that have been committed to

As a result of the feedback, the following changes were established:

- Restructuring the User Login details to “Assessor #.moh”
- Auto population of Assessor details within the delivery area
- New structure of the history files within “my account”
- Working with Health Alliance re the upgrade to IE8
- Ability to save in PDF format to allow greater flexibility to save submitted forms to the patient management system file.

All of the above changes have been implemented with the exception of the PDF format conversion. This is a relatively unknown and difficult process but a solution has been sourced and development/testing has commenced for implementation.

Users are still able to print the form in the current format displayed and save it to the patient management system file but PDF format is the more acceptable version for DHBs.

New Developments

We are in the process of leveraging off this solution and creating new forms for Audiologists to make applications for subsidy claims, repairs and funding applications on-line. Alongside this we have identified new enhancements that will once again be retrospectively introduced to the Equipment Catalogue and how the User will access and manage the process.

Productivity Gains

Assessors that have continued their use of OCO are now finding that the system is far faster, greater accuracy, less duplication and allows immediate acknowledgement of the application forwarded to **accessible** for processing.

The speed of processing by the **accessible** Customer Services team members is far faster than with current faxed or emailed applications. As these applications have high priority for processing the time frames to have the application completed from received through to despatch means that the clients will gain access to the items more quickly as the process creates greater efficiency gains.

Where to now

In October **accessible** will be registering all MoH Assessors and Service Accredited administrators into the OCO system. These users will receive personal login details with an initial password. Although there will be updated training details on-line there will be a registration process where Assessors can register for a training workshop. These will be conducted at a variety of locations and flexible times.

Where a DHB location has identified the need to have a central training initiative then we would be very happy to support this.

We understand that the issue of the Internet Browser speed is outside our control. We are working with the IT team from Health Alliance to ensure they can assist with this initiative and the impacts that may occur. Health Alliance has advised us that as an interim measure they are installing Firefox 6.0 as a browser application. OCO is fully compatible with this browser and this will enhance the performance and speed of OCO as an application. It may be that as Professional Leaders in your own locations you will have some influence internally as to how this is managed.

In all our testing using IE8 as the browser platform, the catalogue and eReferral form operate as they should and the performance is such that speed is not an issue. When training in this environment a full application from the time a user is logged in takes

approximately 2-3 minutes which has been noted as faster than completing a written form and faxing/emailing. Firefox will also give this type of performance.

accessible wishes to thank you for your continued support and please do not hesitate to contact me if you wish to discuss this further, have other views on the system or wish to participate further with training initiatives with your teams.

With Kind Regards

A handwritten signature in black ink, appearing to be 'AS' or a similar stylized name.

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Appendix 1

4. How do you access the accessible website? Create Chart Download			
		Response Percent	Response Count
Via a network connected PC		75.0%	12
On a PC or Laptop		25.0%	4
Work from my home PC		0.0%	0
Public access		0.0%	0
	Other (please specify) Show Responses		1
		answered question	16
		skipped question	1
5. Are you restricted in gaining access to the accessible website from your common work computer location? Create Chart Download			
		Response Percent	Response Count
Yes		17.6%	3
No		82.4%	14
	Other (please specify) Show Responses		1
		answered question	17
		skipped question	0
6. What type of Internet Browser do you have access to? (On top of your web page click on Help -> "about Internet Explorer" and this will give you the version that you are using) Create Chart Download			
		Response Percent	Response Count
Internet Explorer Version 1 - 6		60.0%	9
Internet Explorer 7 or 8		26.7%	4
Other		13.3%	2
	Other (please specify) Show Responses		3
		answered question	15
		skipped question	2

7. What is the most common reasons that you access the accessible website?

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		Response Percent	Response Count
For information updates		42.9%	6
To view Refurbishment lists		7.1%	1
To connect to OCO		64.3%	9
	Other (please specify) Show Responses		4
	answered question		14
	skipped question		3

Page 2, Q10. Were you able to find the connection to OCO easily within the website or from the training materials provided?

1	yes	Aug 29, 2011 8:29 AM
2	yes	Aug 29, 2011 8:22 AM
3	Yes	Aug 26, 2011 2:17 PM
4	Yes	Aug 23, 2011 2:50 PM
5	good	Aug 23, 2011 2:36 PM
6	Yes	Aug 23, 2011 11:46 AM
7	Yes	Aug 23, 2011 8:21 AM
8	Yes	Aug 22, 2011 9:03 AM
9	yes	Aug 22, 2011 8:48 AM
10	Untill recently had no problem, but DHB have installed a new access block then had big issues	Aug 19, 2011 2:27 PM
11	At first it was difficult and frustrating but improves with further use	Aug 19, 2011 1:50 PM
12	not sure what this is	Aug 19, 2011 1:05 PM

Page 3, Q12. You were able to follow the training system with the presentation and materials provided including the video shown?

1	yes	Aug 29, 2011 8:31 AM
2	very clear, opportunities given to repeat material etc if required.	Aug 29, 2011 8:27 AM
3	The video was very clear and the presentation given was at the pace that we wanted because I could stop and ask questions as we went through the training	Aug 26, 2011 2:25 PM
4	yes - I am more kinesthetic so learn by physically trying things out	Aug 23, 2011 2:38 PM
5	Yes	Aug 23, 2011 11:47 AM
6	Yes	Aug 23, 2011 8:24 AM
7	Yes	Aug 22, 2011 9:06 AM
8	yes	Aug 22, 2011 8:49 AM
9	Yep	Aug 19, 2011 2:28 PM

Page 3, Q16. Do you think that the workshop was important and that you could have used the OCO system without the training?

1	workshop was helpful, especially when busy and don't have much time to sit down and work out things; probably could have used the oco without training - quite simple	Aug 29, 2011 8:31 AM
2	i prefer to be shown personally for any new system etc as it gives the opportunity to ask questions and be resolved immediately. just to note, you have asked two questions here and you can't answer yes or no to apply to both. so yes i think it is important to do the training .	Aug 29, 2011 8:27 AM
3	Unsure - since I have not yet gone back and reviewed the training workshop online. I do wonder if you have Pc problems which we did at our DHB it would be good to know you can contact a person with specific IT concerns.	Aug 26, 2011 2:25 PM
4	I am pretty good with computers so it was okay	Aug 23, 2011 11:47 AM
5	I think the training was beneficial and it was easier to use the system after	Aug 23, 2011 8:24 AM

17. How confident did you feel to go ahead and use OCO as an ordering system for List items of equipment?

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	Response Percent	Response Count
Very Confident	62.5%	10
I gave it a go	37.5%	6
Unsure but tried	0.0%	0
Not very confident	0.0%	0
Not confident at all	0.0%	0
	answered question	16
	skipped question	1

Page 4, Q18. What was your initial view of the Catalogue and how it was structured?

1	i think you need sub-headings. one day i was looking for pressure mattress, wasn't sure which heading to look through first.	Aug 29, 2011 8:36 AM
2	well structured, serious time delays in progressing to different pages/areas.	Aug 29, 2011 8:30 AM
3	I like the way the ordering sheet is laid out although it would be very helpful if the form can remember past names and that the information can self populate if you have to order equip for the same client on two seperate days	Aug 26, 2011 2:29 PM
4	would use the catalogue before we received the training. and foundit very imformative. once I got my login then all the DHB equipment was not shown so it was ver fast to get between the equipment	Aug 23, 2011 2:41 PM
5	good	Aug 22, 2011 8:49 AM
6	Looks very professional and wish I had a lap top so could show client at their homes	Aug 19, 2011 2:42 PM
7	Not clear ,slow to get to what you want. If you know what you want already the time taken to get to it is too long. I prefer to see small pictures and click on it to order rather then going to household or shower/ toilet and then try to find what you want.	Aug 19, 2011 2:03 PM
8	it looks good and sometimes i think that it could be a bit easieter to use however in general it is a nice system yea	Aug 17, 2011 12:46 PM



22. Are you able to navigate around the catalogue easily?

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		Response Percent	Response Count
Yes		84.6%	11
No		15.4%	2
		Other (please specify) Show Responses	2
		answered question	13
		skipped question	4

29. Is it your preference to access this form directly or via the cart within the catalogue?

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		Response Percent	Response Count
I go to the form directly		75.0%	9
I browse the catalogue		25.0%	3
		Other (please specify) Show Responses	2
		answered question	12
		skipped question	5

Page 5, Q31. Are there any aspects of the form that you would like to see changed?

1	when Assessor details are entered for delivery, then assessor details appear and don't need to be typed in every time; same for client delivery	Aug 29, 2011 8:37 AM
2	previously spoke of being able to access what the client already has so able to check equipment etc. before ordering any other peices.	Aug 29, 2011 8:32 AM
3	no	Aug 23, 2011 2:44 PM
4	More things that we can save and that gets automatically populated eg when assessor it ticked automatically has my name and number in teh contact field. I will change if necessary	Aug 22, 2011 9:33 AM
5	When asking for delivery to Assessor the details do not come up and I have to enter my name and contact numbers again	Aug 19, 2011 2:43 PM
6	As above	Aug 19, 2011 2:04 PM
7	I couln't use it due to our browser not being compatable.	Aug 19, 2011 1:10 PM
8	not really ay	Aug 17, 2011 12:47 PM

32. Once you have submitted the form do you

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	Response Percent	Response Count
Print the form	76.9%	10
Save the form	38.5%	5
Other (please specify) Show Responses		1
answered question		13
skipped question		4

35. Given the choice would you use the OnLine eReferral forms or the current PDF e-forms to place an order request for List items of equipment?

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	Response Percent	Response Count
Online eReferral Form in OCO	72.7%	8
PDF e-Forms	27.3%	3
Other (please specify) Show Responses		3
answered question		11
skipped question		6

Page 6, Q36. What are the advantages or disadvantages in using the OCO system?

Advantages		
1	quick/tidy	Aug 29, 2011 8:40 AM
2	saves paper, easier to file, quick reference, all material in once place, catalogue etc. hopefull have access to previous equipment for checks etc.	Aug 29, 2011 8:37 AM
3	I like the way the specs forms is part of the application form	Aug 26, 2011 2:33 PM
4	very user friendly system when we can access it (not sure if it was our internet connection that was not connecting correctly)	Aug 23, 2011 2:51 PM
5	All the information is there and I get a reply quickly. I can look up things I have ordered on line	Aug 22, 2011 9:35 AM
6	looks professional, can check product in catalogue first,	Aug 19, 2011 2:46 PM
7	confident that your order is received and in a timely manner	Aug 19, 2011 2:15 PM
Disadvantages		
1	when our network slow, affects the system - frustratingly slow	Aug 29, 2011 8:40 AM
2	time it takes to use	Aug 29, 2011 8:37 AM
3	It does not remember past clients details	Aug 26, 2011 2:33 PM

Page 6, Q37. In using OCO and given the time and experience with this new system is it easier to complete the ordering process? (outside of available technology)

1	yes - i think so	Aug 29, 2011 8:40 AM
2	not easier from time point of view.	Aug 29, 2011 8:37 AM
3	Yes it only took 3 attempts before I got use to using the form	Aug 26, 2011 2:33 PM
4	it definatly has it benefits and is very user friendly the time that I used it	Aug 23, 2011 2:51 PM
5	Yes. Quick once loaded	Aug 22, 2011 9:35 AM
6	Fast results from Accessable, and fast delivery of equipment	Aug 19, 2011 2:46 PM
7	No	Aug 19, 2011 2:15 PM

Page 6, Q38. Are there any other comments that you wish to advise us or bring to our attention?

1	your support throughout the trial was excellent	Aug 29, 2011 8:40 AM
2	as previously stated. needs to be quicker, any shortcut buttons would be appreciated, decrease in repetition, access to other equipment that client may have, when issued etc.	Aug 29, 2011 8:37 AM
3	No	Aug 22, 2011 9:35 AM
4	Still need assessors details sorting for delivery address, box 2 is empty and needs filling or it will not submit	Aug 19, 2011 2:46 PM
5	The waiting for things to come up on screen is too slow. Definitely the waiting time rather than what is available on screen is the problem.	Aug 19, 2011 2:15 PM