

ATAPS

Access to Allied Psychological Services



ATAPS Product & Service Guide

Facilitation & Delivery **Specialists**



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About Health Reimagined

Health Reimagined Business Model - A focus on value based health care, healthy communities, and outcomes that matter

Health Reimagined Values – Excellence, Respect, Partnership, Integrity, Innovation, Empowerment

Health Reimagined is a Not-For-Profit, Non-Government Organisation based in Cairns, Far North Queensland specialising in Program Facilitation & Delivery Services for the Health Sector. Our focus is providing innovative consumer driven solutions that promote positive health & social wellbeing outcomes. The organisation commenced operations in July 2015 drawing on the experience, knowledge & systems of experienced Senior Management & Staff of the former Far North Queensland Medicare Local.

Health Reimagined support health providers in leading the path to value based healthcare, ensuring systems, technology & support required are available. The team at Health Reimagined are passionate about making a difference in the health sector, and bring significant experience in rural, remote, urban, national & international health sectors.

The development of the **HealthE Platform** has enabled significant advances in the delivery of ATAPS (Access to Allied Psychological Services) in Far North Queensland. Health Reimagined are now offering this specialised Program Facilitation & Delivery service Australia wide. We are also offering subscriptions for organisations to utilise the **HealthE Platform** to deliver other health programs in-house. This ATAPS Product & Service Guide will outline the features and benefits of the **HealthE Platform** as well as the expertise of the ATAPS Program Facilitation & Delivery service by Health Reimagined now available to your organisation.

We have included two options for your organisation to partner with Health Reimagined. Option one, is to utilise our professional and experienced team at Health Reimagined to facilitate and deliver your ATAPS Program on behalf of your organisation. The second option available is the opportunity for your organisation to subscribe to the **HealthE Platform** to facilitate and deliver your own ATAPS Program. We look forward to presenting the benefits of partnering with Health Reimagined.

Yours in health



Ingrid Steed
Chief Executive Officer



Ian Hook MBA FAICD
Board Chairman

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Option 1 - Health Reimagined to Facilitate & Deliver your ATAPS Program

Health Reimagined has extensive experience in delivering the Access To Allied Psychological Services (ATAPS) Program within Far North Queensland. The team at Health Reimagined and the **HealthE Platform** have facilitated and delivered up to 18,459 (2014-15) occasions on service. Health Reimagined's ATAPS Electronic System – **HealthE Platform** has been the cornerstone of efficient facilitation & delivery. Health Reimagined has developed and deployed technology and digitalised systems (**HealthE Platform**) to create effectiveness and efficiency in program contract management, virtual program management and delivery effectiveness.

We are confident in our ability to manage, facilitate and deliver your ATAPS Program in line with your governing body's requirements along with providing all necessary reporting required. Health Reimagined proactively seeks suggestions and feedback from stakeholders, clients and operates under a 'no surprises' approach to contractual relationships. The organisation has the ability to be adaptable and responsive to all contractual requirement. With well-established internal contract performance and quality control processes in place, Health Reimagined ensures timely and effective project delivery (on time and on budget).

Health Reimagined Team ready to deliver your ATAPS Program

Ingrid Steed	Clinical Governance Advisor	Oversee Clinical Governance Program Requirements; Clinical Governance Triaging
Terri Knight	ATAPS Coordinator	Oversee Program Requirements, Engagement, Contract Development and Management
Sajjad Bhatti	ICT Developer	Development ICT Systems and Support
Alan Evans	Finance Manager	Financial Management, Performance and Reporting
Kaitlyn Matthews	ATAPS Administration	Administration of the ATAPS Program

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Option 2 - Facilitate & Deliver your own ATAPS Program – Subscribe to *HealthE Platform*

HealthE Platform is the cornerstone of our specialised facilitation and delivery of your ATAPS Program. Health Reimagined is now offering subscriptions to this cost effective platform for your organisation to streamline the ATAPS facilitation and delivery. Subscriptions are a small investment compared to the cost savings in administration, management, facilitation and delivery of the ATAPS program.

HealthE Platform will enable increased capacity achieved with a reduction in investment outlay. Such is the efficiency of the platform, that a 50% reduction in staffing requirements to facilitate and deliver the ATAPS program has been achieved since its development and implementation.

What is *HealthE Platform*?

HealthE Platform was developed in order to streamline the administration management of the Access to Allied Psychological Services (ATAPS) Program. Developed in 2015, by Health Reimagined, *HealthE Platform* provides a streamlined connection and central database which can be accessed remotely. The cloud based electronic platform enables processing of the patient referral from receipt of referral through to triage and allocation creating a central processing point.

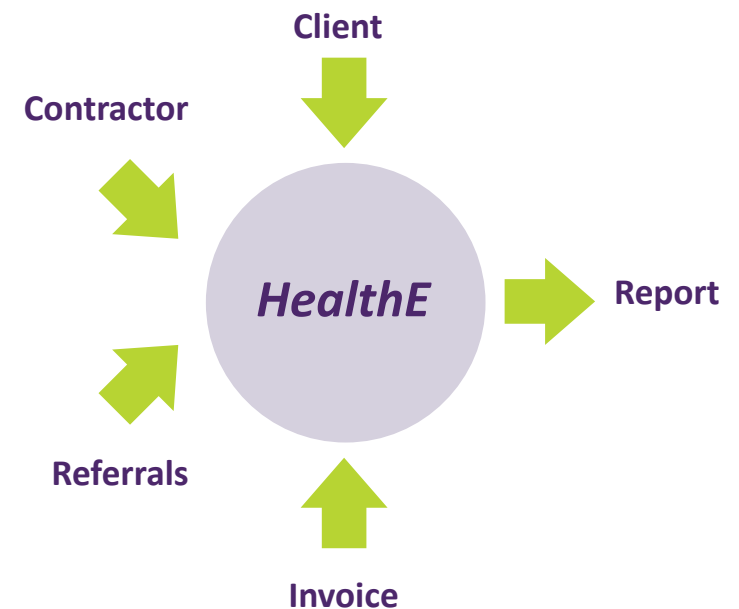
HealthE Platform has been developed with program efficiency in mind. The time saving features, modern look, in built collaboration tools and the ability to access the system from anywhere will assist your organisation to create and communicate faster. The platform was designed and developed specifically to increase efficiency of management, facilitation and delivery of the ATAPS Program. *HealthE Platform* is a proven platform with an extremely high operating success rate. The system is now available for your organisation to ensure speed and efficiency for all stakeholders. This includes reduced time spent printing, tracking, processing, approval management and audit management.

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HealthE Platform – Features and Benefits for ATAPS Facilitation & Delivery

- ✓ captures all client details
- ✓ electronic triaging
- ✓ capability to upload documents & enter general notes
- ✓ automated email notifications at all stages of requests
- ✓ increased document & security control
- ✓ electronic referral, invoicing & audit trail
- ✓ tracks number of sessions provided
- ✓ allocation of sessions from invoices to clients automatically
- ✓ electronic processing of referrals
- ✓ customised dashboard for quick view of approved & outstanding forms
- ✓ reporting analysis and dashboards to absorb data & information visually
- ✓ increased efficiency
- ✓ contractor reporting
- ✓ contractor management
- ✓ automated invoicing



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Technology Requirements

- ✓ HealthE Platform operates in any browser – Internet Explorer, Google Chrome or Firefox
- ✓ Operating System required – Mac or Windows XP, Vista, Windows 7, 8 or 10
- ✓ Standard PC with minimum i5 processor recommended, 4 GB RAM, 100GB Hard Drive
- ✓ HealthE Platform Investment inclusive of installation, deployment, testing and training – Week One & Week Two of Installation
- ✓ HealthE Platform User installation – Installations of up to 5 Users included in the HealthE Platform package. Additional User Licences available to purchase

Installation of Platform, Deployment, Testing & Training Schedule

Week 1

- ✓ Project liaison
- ✓ Licence set up
- ✓ Development of dashboards
- ✓ Face to face / Over the phone support

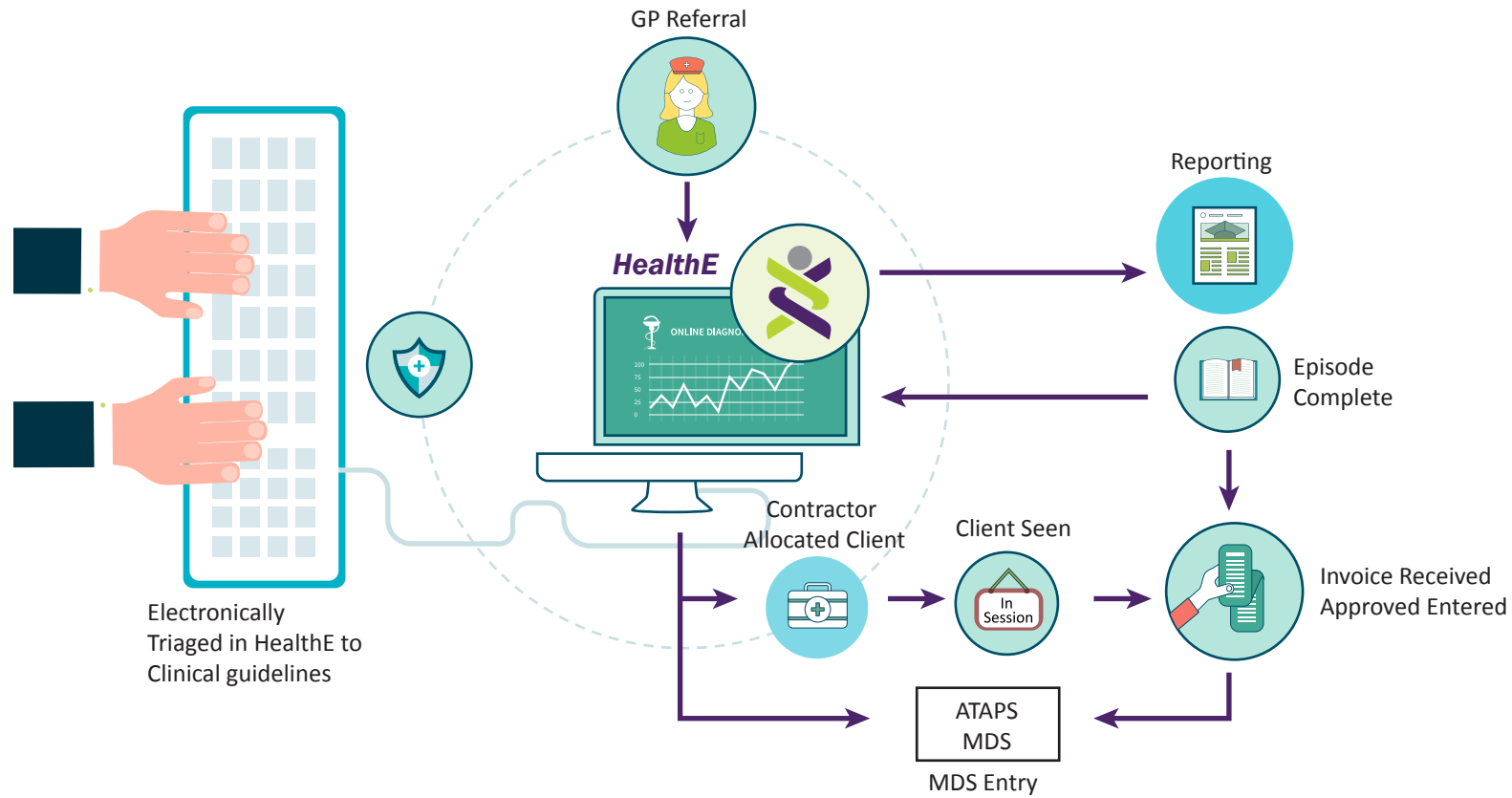
Week 2

- ✓ Technical training
- ✓ Administrative training
- ✓ Reporting training
- ✓ Clinical training
- ✓ Face to face / Over the phone support

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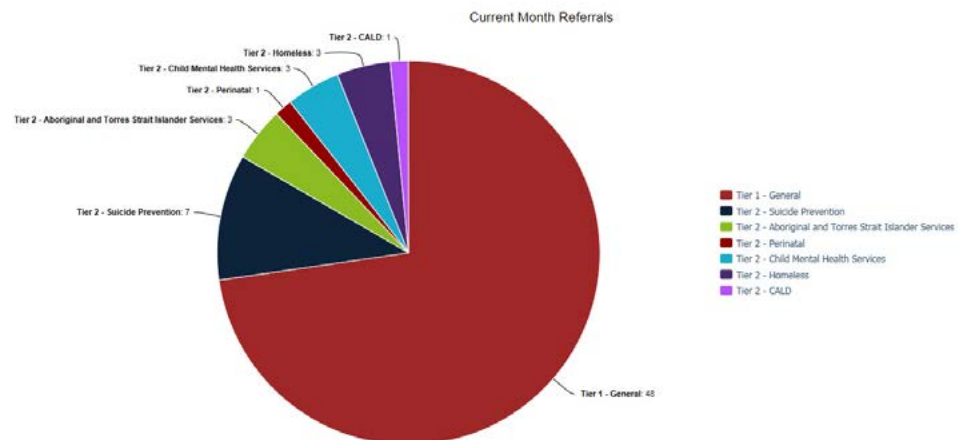
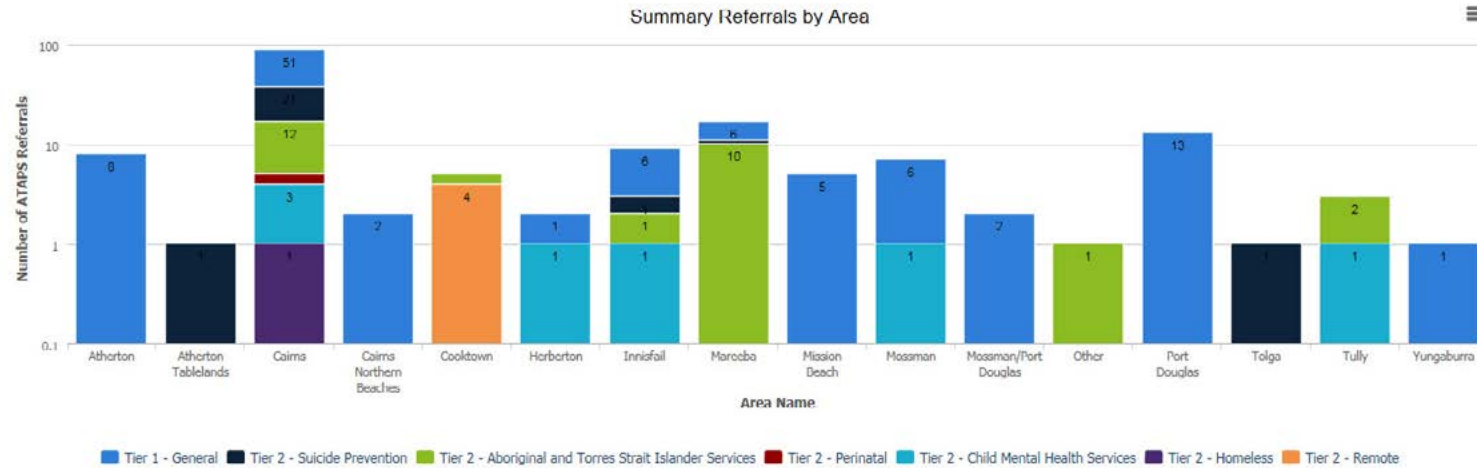
HealthE Digital Program Platform ATAPS Program



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Health Platform - Dashboard Examples



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HealthE Platform - Screenshot Examples

Main menu

My Apps ERP/eForms New App

ERP/eForms ATAPS Home Page Import/Export Print this page

Search Invoices

Invoice Number

ATAPS Data Entry

New Client Invoices Monthly Quarterly Reporting

New Contractor Organisation New Measures

Search ATAPS Client

Full Name

Unique Identifier (Auto Generated)

Reports and Tools

eForm ERP ATAPS Contacts Client Session Locations

Referral Locations Referral Admin Status Referral by Practice & Area Name

Referrals Date Range Current Quarterly Referrals Referrals Monthly Summary

Referrals Quarterly Summary Monthly Invoices Summary Quarterly Invoices Summary

Sessions by Dates Invoice / Session Dates Triage Decision New

Triage Decision with Date Range Admin Status with Date Range

Session/Invoice - Week City

Dashboard

MDS Upload Status

Referral Date	Referral Received Date	Unique Identifier	Client Full Name	MDS Uploaded	Admin Status
15-05-2015	15-05-2015	ML24828	...	No	Completed
23-04-2015	15-05-2015	ML20480	...	No	In Progress
22-04-2015	28-04-2015	ML24834	...	No	Completed
29-04-2015	03-05-2015	ML24833	...	No	In Progress
04-05-2015	04-05-2015	ML24832	...	No	In Progress
05-05-2015	05-05-2015	ML22728	...	No	In Progress
05-05-2015	05-05-2015	ML23255	...	No	In Progress
05-05-2015	05-05-2015	ML23256	...	No	In Progress
05-05-2015	05-05-2015	ML24830	...	No	Completed
05-05-2015	05-05-2015	ML24831	...	No	Completed
06-05-2015	06-05-2015	ML24877	...	No	Completed
09-05-2015	10-05-2015	ML22729	...	No	In Progress
09-05-2015	09-05-2015	ML23253	...	No	Approved
15-05-2015	16-05-2015	ML24826	...	No	Completed

Invoices & Sessions

Date	Invoice Date	Invoice Number	Organization Name	Finance Processed	Clinical Manager - Action Status
DEC 2015 (1 ATAPS Contractor Invoice)					
22-01-2016	15-12-2015	1100	...		
MAY 2016 (15 Ataps contractor invoices)					
15-05-2016	15-05-2016	2716	...		
17-05-2016	16-05-2016	1791	...		
17-05-2016	16-05-2016	3040	...		
17-05-2016	16-05-2016	1789	...		
16-05-2016	15-05-2016	104	...		
17-05-2016	14-05-2016	230	...		
17-05-2016	14-05-2016	187	...		
16-05-2016	13-05-2016	15061	...		
17-05-2016	13-05-2016	201829	...		

Referrals by Tier Type (Current Month)

Referrals by Area (Current Month)

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HealthE Platform - Screenshot Examples

MDS Upload Status

MDS Upload Status					
	Referral Date	Referral Received Date	Unique Identifier	Client Full Name	MDS Upload
	16-05-2016	16-05-2016	ML04098	[REDACTED]	No
	23-04-2016	16-05-2016	ML00445	[REDACTED]	No
	27-04-2016	28-04-2016	ML04044	[REDACTED]	No
	29-04-2016	03-05-2016	ML04055	[REDACTED]	No
	04-05-2016	04-05-2016	ML04063	[REDACTED]	No
	05-05-2016	05-05-2016	ML03730	[REDACTED]	No
	05-05-2016	06-05-2016	ML01905	[REDACTED]	No

Admin Status

Admin Status - Intake								
	Referral Received Date	Unique Identifier	Full Name	DOB	Admin Status	Processed Date	Tier Type	Documentation sent date
In Progress (12 Ataps referrals)								
	03-05-2016	[REDACTED]	[REDACTED]	05-11-1993	In Progress		Tier 1 - General	
	04-05-2016	[REDACTED]	[REDACTED]	01-02-1994	In Progress		Tier 1 - General	
	05-05-2016	[REDACTED]	[REDACTED]	22-02-1986	In Progress		Tier 2 - Perinatal	
	06-05-2016	[REDACTED]	[REDACTED]	18-08-1946	In Progress		Tier 1 - General	
	06-05-2016	[REDACTED]	[REDACTED]	02-10-1940	In Progress		Tier 1 - General	

Invoice summary

	Date	Invoice Date	Invoice Number	Organisation Name	Finance Processed	Clinical Status
DEC 2016 (1 ATAPS Contractor Invoice)						
	22-01-2016	18-12-2016	1188	[REDACTED]		
MAY 2016 (15 Ataps contractor invoices)						
	16-05-2016	16-05-2016	2716	[REDACTED]		
	17-05-2016	16-05-2016	1791	[REDACTED]		
	17-05-2016	16-05-2016	3940	[REDACTED]		
	17-05-2016	16-05-2016	1789	[REDACTED]		
	16-05-2016	15-05-2016	104	[REDACTED]		
	17-05-2016	14-05-2016	230	[REDACTED]		
	17-05-2016	14-05-2016	187	[REDACTED]		

Triage Decision

Triage Decision							
	Referral Received Date	Unique Identifier	Full Name	DOB	Intake Decision	Processed Date	Tier Type
(empty) (10 Ataps referrals)							
	06-05-2016	[REDACTED]	[REDACTED]	[REDACTED]			Tier 1 - General
	07-05-2016	[REDACTED]	[REDACTED]	[REDACTED]			Tier 1 - General
	07-05-2016	[REDACTED]	[REDACTED]	[REDACTED]			Tier 1 - General
	14-05-2016	[REDACTED]	[REDACTED]	[REDACTED]			Tier 1 - General
	14-05-2016	[REDACTED]	[REDACTED]	[REDACTED]			Tier 1 - General
	16-05-2016	[REDACTED]	[REDACTED]	[REDACTED]			Tier 1 - General
	16-05-2016	[REDACTED]	[REDACTED]	[REDACTED]			Tier 1 - General
	16-05-2016	[REDACTED]	[REDACTED]	[REDACTED]			Tier 1 - General
	17-05-2016	[REDACTED]	[REDACTED]	[REDACTED]			Tier 2 - Aboriginal and Torres Strait Islander Services



**ATAPS Program
Facilitation & Delivery Specialists**

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Chief Executive Officer

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