

**Internship at**  
**Orion Health, New Zealand**

*By*

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dissertation not only helps us to apply our theoretical knowledge in a practical scenario but also helps us in experiencing ground realities of any organization. I pursued my dissertation of 3 months from Orion Health, New Zealand. Orion Health is a, details of which will be elaborated in the further sections.

**Goals of Internship:** The various goals predetermined by me for these 3 months of internship are stated as follows:

- To understand the organization culture
- To find the gaps in the process and choose a dissertation topic that is most needed in the organization
- To assist administration in day to day activities
- To acquire knowledge and skills through practical training
- To inculcate good communication skills for an effective interaction with the employees and clients.
- To apply these learnings in the allotted project
- This study focuses on the largest DHB in South Island i.e. Canterbury District Health Board (CDHB) and two of its major hospitals – Burwood Hospital and Princess Margaret Hospital
- This study determines the key drivers and motivation behind CDHB's initiative to allow greater hospital automation by replacing its legacy Patient Administration System (PAS) and,
- Evaluate the tangible benefits CDHB has already achieved (or will achieve) by replacing its legacy PAS
- The tangible benefits would be measured by inspecting the patient visit data in the hospitals before and after legacy PAS replacement

## **Organizational Profile**

### **1. OVERVIEW OF ORION HEALTH**

Founded in 1993 **Orion Health** is an award-winning, global provider of healthcare information technology. Today, there are vast levels of waste in healthcare all around the world and clinicians and caregivers are not empowered with the right information to deliver the best possible care. The purpose at Orion Health, is to revolutionize global healthcare so every individual receives the perfect care for them.

Orion Health employs more than 1,200 open minded challengers in the relentless pursuit of a healthier world. While their head office is based in Auckland, New Zealand, their teams can be found in 24 offices across 15 countries. Today their healthcare information technology solutions are implemented in more than 30 countries and used to facilitate healthcare for more than 100 million patients.

Orion Health is of a belief that software needs to do more than serve up data, it needs to provide insights in real time to the people that need it and when they need it. That is why they are building thinking software for life – a smart suite of applications, built on new generation technology, that will give everyone healthier, happier and longer lives.

## Orion Health | At a Glance



Figure 1

## **1.1 VISION AND VALUES OF ORION HEALTH**

What does their future vision of healthcare look like? Imagine a world where patients receive the perfect care for them. Where they are at the center of their own healthcare, making key care decisions themselves, supported by research, education and the guidance of their trusted circle of care including family and physicians.

This is a world where information is easily shared between caregivers and clinicians, to ensure that patients receive the best healthcare possible. Individuals will have the tools to keep themselves well and monitor their progress, sharing any sign of deterioration or concern with their circle of care to ensure immediate preventative action.

With advances in genomics and DNA sequencing, the potential to practice preventative medicine based on predictive modelling is enormous. Precision Medicine starts now. Information gleaned about an individual's health from their DNA and other factors such as their environment, family history and social situation are immensely powerful to determine the best treatments they should receive throughout their lifetime to maximize their chances of staying well and preventing serious illness from developing.

Orion Health's solutions capture the vast amounts of health data available and provide the tools to support healthcare professionals and health insurers who manage their member's wellness programs to make more effective decisions – through applying analytics and employing care management and patient engagement.

Orion Health are excited to revolutionize healthcare, delivering modern technology to ensure that every individual receives the perfect care for them.

## 2. ABOUT SOUTH ISLAND ALLIANCE OF NEW ZEALAND

The **South Island Alliance** enables the region's five DHBs namely Nelson-Marlborough DHB, Canterbury DHB, South Canterbury DHB, Southern DHB and West Coast DHB to work collaboratively to develop more innovative and efficient health services than could be achieved independently. By using combined resources to jointly solve problems, South Island Alliance are better positioned to respond to changes in the technology and demographics that will have a significant impact on the health sector in the coming years.

Alliance aims to be able to achieve better health outcomes for the people of the South Island, New Zealand. Their vision is a sustainable South Island health and disability system – *best for people, best for system*. The Alliance is focused on keeping people well and providing equitable and timely access to safe, effective, high-quality services, as close to people's homes as possible.

Some of the successes of the Alliance so far have been the development of a South Island wide early intervention eating disorder service; savings of \$15 million through regional procurement; a regional training hub to recruit and train staff for the South Island, particularly rural health professionals, and a number of integrated information service programs that will improve regional patient administration.

Major projects that are underway include the regional rollout of information systems that enable electronic prescribing, electronic referrals and a single patient administration system across the South Island. Work has also begun on the Faster Cancer Treatment Plan to ensure patients journey from diagnosis to treatment is as streamlined and quick as possible.

These projects sit amongst a huge range of service improvement, training and development and efficiency processes that are all proving that we can provide better health services for our community by working collaboratively.

## **2.1 SOUTH ISLAND PATIENT INFORMATION CARE SYSTEM (SI PICS)**

The **South Island Patient Information Care System (SI PICS)** is becoming the South Island solution for patient management and administration across the five South Island DHBs.

It will connect health workers with coordinated, consistent access to a single region-wide solution, resulting in improved quality and safety systems, and a more streamlined patient journey from the community to the hospital and beyond.

Led by the South Island Alliance Information Services, SI PICS is based on a core principle of providing a safe and efficient health care foundation, flexible enough to meet the ever changing demand of health care services provided across the South Island.

## **2.2 ORION HEALTH'S PARTNERSHIP WITH SOUTH ISLAND ALLIANCE**

In 2015, Orion Health signed a commercial agreement with all five South Island District Health Boards (DHBs) for a single South Island-wide shared patient administration system (PAS).

The South Island Patient Information Care System (SI PICS) aims to become the regional solution for patient information management at Canterbury, Nelson Marlborough, Southern, South Canterbury and West Coast DHBs, which are all members of the South Island Alliance. Orion Health continues to work with South Island Alliance to deliver and roll-out a state-of-art Patient Administration System (PAS) across all the 5 DHBs of South Island.

At the time of writing this document, Canterbury DHB has been using Orion Health's PAS solution since 2016 and the Nelson-Marlborough DHB would soon implement and go live with it.

## **2.3 ORION HEALTH ENTERPRISE HOSPITAL INFORMATION SYSTEM (HIS)**

A functionally rich, single vendor hospital solution with unique cost advantages.

**Orion Health Enterprise** is a functionally rich, single vendor solution platform that connects patient, clinical, ancillary, and finance workflows across the hospital.

Hospitals can get up and running quickly in six to nine months with a pre-configured best practice solution, using our rapid implementation approach. Workflows can then be refined to meet the most demanding clinical and administrative needs.

Hospitals can seamlessly integrate and share clinical information between existing or new systems. Designed by Clinicians, Enterprise enables the creation and presentation of trusted clinical information that maximizes the clinician's ability to deliver individualized patient care.

Enterprise offers a low hardware footprint while providing a highly responsive scalable multi-site solution, to accommodate growing patient volumes. Our software is intuitive, supporting multiple languages that can be customized at an organizational or individual clinical level, and rolled out with minimal end user training.

### **2.3.1 BRIEF HISTORY OF ORION HEALTH ENTERPRISE**

In 2011, **ORION HEALTH** signed an agreement with Microsoft to acquire **Microsoft** software suite formerly known as Amalga HIS and Amalga RIS/PACS. This acquired Microsoft product was re-branded as ORION HEALTH ENTERPRISE and has retained its name till date.

Since this acquisition, Orion Health continues to work with Microsoft's existing customers in South-east Asia and on-boarded a number of customers in middle-east, South-east Asia and New Zealand.

Orion Health Enterprise, being a complete hospital information system (HIS) solution, continues to provide following valuable modules as a part of its offering in the healthcare industry:

- Patient Administration System (PAS)
- Back Office
- Clinical
- Pharmacy
- Radiology Information System (RIS)
- Laboratory Information System (LIS)
- Surgical Management
- Business Intelligence/Reporting

