



Provincial Home Care Scheduling Project

July, 2010

Issue 13

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User acceptance testing - it's your turn

Throughout the summer, a number of training and support building activities are unfolding to ensure that the Procura billing and scheduling system is ready and working when users in the Central region first begin training in October.

Representatives from each of the participating regions have been invited to spend time training and testing various components of the system. Parkland Regional Health Authority and Burntwood Regional Health Authority will not be participating due to logistical concerns; however, representatives from each region will participate by reviewing the testing results and any discussions related to lessons learned.

User acceptance testing is a very valuable component of preparing the system for use as it provides the opportunity to evaluate how the system will function on a daily basis when performing your regular responsibilities.

This testing is about more than the technical readiness of the system. Testers will look at all the ways the system interacts with their daily work duties and will evaluate workflow processes and the time it takes to perform tasks.

Case coordinators are going to be looking at how the system works for their job requirements, including:

- documenting client information (i.e. intakes, readmissions, reassessments, discharges, transfers and updates).
- managing client visits through care connection and tasks.
- validating PASE forms and MSSP client data imports.

Resource coordinators are going to be exploring functionality related to their jobs, including:

- validating employee workflows (i.e. assigning employees to master rotations, managing time sheets, teams and groups and updating information, availability and status).
- validating schedule workflows (i.e. creating, updating and generating supportive care schedules).
- validating employees timesheets and data imported from the MSSP system into the Procura database.

Payroll representatives are going to be providing feedback on tasks related to their job requirements, including:

- validating time keeping and payroll workflows and processes (i.e. employee registration, information updates, closed period adjustments, time sheet managements).

Testers will attend a focused training session to learn how to use the system functionality being tested. This training will not replace the full training that all users will receive during the training phase of implementation in their region. However, testers will also be asked to provide feedback on the training they receive to ensure that the training program addresses the needs of all future users.

User acceptance testing is scheduled from August 16 - 27, 2010 in Winnipeg. System testing, which began in mid-June, will continue through September.



Meet your user testers!

The case coordinators:

Mari-Lynn Catellier, South Eastman Health Authority

Home office: St. Malo.

Years of service: 11.

Kin Chu, North Eastman Health Authority

Home office: Oakbank.

Years of service: 20.

Diana Schultz, Central Regional Health Authority

Home office: Boundary Trails Health Centre.

Years of service: 11.

Donalda Vandenberghe, Assiniboine Regional Health Authority

Home office: Deloraine.

Years of service: 9 in home care, 31 in nursing.

The resource coordinators:

Sue Green, Assiniboine Regional Health Authority

Home office: Hamiota/Rivers.

Years of service: Not available at publication time.

Barb McGillivray, Central Regional Health Authority

Home office: Crystal City/Manitou.

Years of service: 24.

Arlene Riedger, South Eastman Health Authority

Home office: Steinbach.

Years of service: 10.

Maureen Tully, Interlake Regional Health Authority

Home office: Stonewall.

Years of service: 20.

The payroll representatives:

Carol Cairns, administrative/payroll, Central Regional Health Authority

Home office: Southport.

Years of service: 30.

Jody Kirk, payroll, Assiniboine Regional Health Authority

Home office: Shoal Lake.

Years of service: Not available at publication time.

Diane Turner, manager, payroll services, North Eastman Health Authority

Home office: Beausejour.

Years of service: 8, 2 as manager of payroll services.

Building your support model

User acceptance testing is only one of many areas that are currently being addressed related to the Procura home care scheduling system. Before the system is implemented in any region, support services will be in place to answer your questions, address any incidents and provide ongoing support for updates, new users and system developments.

The Procura application administrator, Redgie Daquis, will manage the system over the long term. Redgie is responsible for managing all aspects of system support, including installing upgrades, maintaining training and user guides and managing system performance following implementation.

Working together with the IT departments and support services in each region, Redgie has developed a customized support plan for each of the seven regions to be sure there is someone available to address your questions, issues and concerns quickly and efficiently. This support plan will be shared with you as your region approaches training and implementation.

Training in the Central region

Central user training will begin on October 4, 2010.

For information, check with your home care manager or visit the website at www.manitoba-ehealth.ca/ehr_PHCS.html.