

CASE STUDY



'REGISTER' ENHANCES SERVICES FOR HEALTH PRACTITIONERS

CUSTOMER: OCCUPATIONAL THERAPY BOARD OF NEW ZEALAND (OTBNZ)

Optimization's REGISTER solution enables OTBNZ to confidently manage compliance requirements, practitioner registration and certification workflows, while also delivering enhanced services to practitioners over the web.

The Health Practitioners Competence Assurance Act 2003 (HPCAA) gives New Zealanders the security of knowing any health practitioner they see who is covered by the Act is certified and competent to practice. It's a valuable element in fostering consumer confidence and increasing professional standards, but it has also created the requirement for regulatory bodies to be increasingly vigilant in the registration and certification of practitioners.

For the Occupational Therapy Board of New Zealand (OTBNZ), Optimization's REGISTER software component framework has proven the ideal solution for cost-effectively managing their business processes and compliance requirements under the Act, while also providing a robust and flexible platform to deliver enhanced services to OTBNZ practitioners.

The Optimization solution replaces a custom-developed system that had been built to cope with the first re-certification round of the new legislation in 2005. Functionality continued to be added to the system in an ad hoc way and while practitioners were generally happy with it, the OTBNZ board recognised a number of issues and new requirements emerging. Among these were:

- The need to consolidate existing functionality and add major new functionality such as workflow, more automation, improved traceability, and the ability to get an integrated view of information about a practitioner
- The need for a more robust, modern and flexible IT architecture that would enable OTBNZ to adapt quickly to any legislative or environmental changes and to enhance delivery of services to its members

BUSINESS DRIVERS

- Efficiently manage practitioner registration and certification requirements
 - Consolidate existing business functionality
 - Add new functionality including workflow, increased automation and greater traceability
 - Improve process repeatability and reduce processing costs and delays
 - Simplify and enhance reporting
 - Make the OTBNZ website more attractive to use and easier to manage
- The need for improved electronic storage of information to reduce costs and processing delays
 - Making the OTBNZ website easier to use and implementing a flexible content management system that OTBNZ staff could use to keep the site up-to-date and relevant
 - A requirement for simplified database design and enhanced reporting options
- The Board also recognised its existing system, which was developed and supported by a single independent developer, exposed it to business risk. By engaging with Optimization to implement REGISTER, OTBNZ are able to take advantage of a professional approach to design, development, testing and



documentation, and to have the assurance of a substantial services organisation standing behind the solution.

More robust architecture, greater flexibility

Improved design and a robust and extensible Microsoft-based architecture means the REGISTER framework makes the most of OTBNZ's existing IT infrastructure investments and provides a solid platform to support future changes. More automation of processes and improved traceability of events and actions also reduce the risks of human error and increase repeatability of business processes.

"The software solution Optimisation has delivered gives us a lot more functionality and enhanced facilities for our staff and practitioners to complete tasks, including by self-service over the web," says OTBNZ Chief Executive Andrew Charnock. "The workflow processes give us repeatability in terms of making sure staff take all the steps required and also ensure we treat every single practitioner the same way. We can also prove we have correctly completed each step every time, which is vital given the legislative requirements of the Act."

"The modern, extensible architecture that underpins the system gives us the flexibility and adaptability we needed to be able to change our systems and processes

quickly if legislative or business requirements change. We can also be much more confident that the system is well-aligned with what practitioners want from it, both now and as their needs evolve in the future."

Clear understanding of business requirements

OTBNZ chose Optimisation based on our clear understanding of OTBNZ's business and technical requirements, our professional methodologies and strong testing practice, and excellent communication which left OTBNZ in no doubt as to exactly what to expect.

The REGISTER framework was originally designed from the ground up to enable compliance with the HPCAA, so it met many of OTBNZ's business needs from day one. Additional enhancements and features being developed for REGISTER's first customer, the Medical Council of New Zealand, were also seen as relevant for OTBNZ.

"Another benefit is Optimisation's agile approach to development, which allows us to clearly track progress and see the point at which development of a custom feature or enhancement starts to deliver diminishing business returns. It also gives us very accurate cost estimates, which is important as we are a small organisation and all our funding is provided by practitioners," adds OTBNZ's Mr Charnock.

WE DELIVERED:

- REGISTER, a software component framework designed for regulatory authorities that meets 70% of compliance and certification requirements 'out of the box'
- Design and architecture consulting
- Software development and project management using agile methodologies to ensure a close fit with evolving business requirements
- Professional testing and documentation practice
- On-going support services

TECHNOLOGIES AND TOOLS

- Microsoft .Net and C#
- SQL Server
- Microsoft Visual Studio

WHAT IS REGISTER?

REGISTER started life as the MedSys system, which Optimisation developed for the Medical Council of New Zealand. With the support of the Medical Council, Optimisation has extended its functionality to meet the needs of other regulatory bodies in the health sector and to allow the REGISTER component framework to be adapted by other types of industry associations and professional bodies.

Want to know more? Talk to our team.

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