

Comparative guide to HACCC MDS software products in Victoria

July 2012

About this guide

This guide lists nineteen software products currently used by agencies delivering services under the Home and Community Care (HACC) Program in Victoria to collect and report their Minimum Data Set version 2.

The particular focus of the guide is the ability of a system to collect the **Victorian** version of the HACC MDS version 2 and to report the data in the correct format to the Department of Health. Information about whether a system incorporates the **Service Coordination Tools** is also included where available.

To produce the guide, we circulated a set of standard questions to those software developers who we believed had a relevant product. *If you know of other HACC software products that should be on the list, please let us know.*

If answers are missing, it can be assumed that they were not supplied.

We have not independently checked any product or the vendor's answers to the survey, except for the question labelled 'HACC MDS v2 tested'. If the answer appears as 'Yes', we can confirm that we have received a data file from a HACC service provider who was apparently using this product, and that the file was correctly formatted for Victoria's modification of the HACC MDS v2.

Of course, there is no guarantee that a HACC data collection system will always produce a correctly formatted file. We periodically receive files with data-entry errors that are probably the fault of the service provider rather than the software used. On the other hand, a well-designed software product can often eliminate or minimise this kind of problem by having in-built error checks, drop-down lists of languages, suburbs and postcodes, etc. If you are considering buying a package, it is worth asking about these error-minimization functions.

Naturally we are not able to recommend or endorse any particular product. We encourage you to talk to other agencies about their experiences with computerised information management systems. Some products have user groups who meet regularly.

HACC Data Collection & Resource Allocation Team

CHECK LIST

Page	Software Name	E-Referrals	SCTT Forms	Network Capability	Support Offered	HACCMDS V2 Tested	HACCMDS V2 Implemented	Agency Size *
3	ACA Meal Management			✓	✓	✓		
3	ACE		✓	✓	✓	✓	✓	S
3	AIM Community Care Solutions			✓	✓			
4	Carelink+	✓	✓	✓	✓	✓	✓	N
4	CIM		✓	✓	✓	✓	✓	L
4	Daisy	✓	✓	✓	✓	✓	✓	L
5	DataManager +				✓	✓	✓	S
5	Goldcare	✓	✓	✓	✓			N
5	HaccPac & MealPac		✓	✓	✓	✓	✓	S
6	HMS	✓	✓	✓	✓	✓	✓	N
6	i.Patient Manager			✓	✓	✓	✓	L
6	Jade Coordinated Care	✓	✓	✓	✓	✓	✓	N
7	On Call		✓	✓	✓	✓	✓	N
7	PJB Data Manager		✓	✓	✓	✓	✓	N
7	Sharikat Community Services System		✓	✓	✓	✓	✓	N
8	The Care Manager	✓	✓	✓	✓	✓	✓	N
8	TrakCare	✓	✓	✓	✓	✓	✓	N
8	CityManager		✓	✓	✓	✓	✓	N
9	UNITI	✓	✓	✓	✓	✓	✓	N

*Size: L = over 500 clients; M = 100–500 clients; S = under 100 clients; N = any size; Blank means information not provided.

ACA Meal Management

Company Name ACALink (Synopsis Pty Ltd)
Address 12/207 Albany St North, Gosford NSW 2250
Contact Steve Doherty
Phone/Mobile 02 4320 0300
Website www.acalink.net
Email support@acalink.net
Features MYOB, direct debit, BPAY, Ducat Menu Scanning System Email, web, phone support, HACC MDS v2 compliance
Agency Size
Agency Type Local Councils, Meals Delivery System
SCTT Included No
Network Yes
HACC MDSv2 -tested Yes -implemented Yes
Price On Application

ACE

Company Name Victorian Evaluation Unit, Australian Institute for Primary Care
Address LaTrobe University
Contact Janette Collier
Phone/Mobile PH: 9479 5962
Website www.latrobe.edu.au/aipc
Email janette.collier@latrobe.edu.au
Features Data entry in clients' homes, support: help desk
Agency Size Small
Agency Type
SCTT Included Yes
Network Yes
HACC MDSv2 -tested Yes -implemented Yes
Price On Application

AIM Community Care Solutions

Company Name AIM Software Pty Ltd
Address Unit 33, 41-49 Norcal Rd Nunawading Vic 3131
Contact Alan Bateman
Phone/Mobile Ph: 03 9264 8700
Website www.aimsoftware.com.au
Email sales@aimsoftware.com.au
Features CACP, Post Acute Care, product training, help desk services
Agency Size Large
Agency Type Agencies with brokerage & case management, residential aged care
SCTT Included No
Network Yes
HACC MDSv2 -tested No -implemented No
Price On Application

Carelink+

Company Name Icon Global
Address Level 2, 73 Malop Street, GEELONG VIC 3220
Contact Allison Becker
Phone/Mobile PH: 03 5229 3141 MOB: 0400 187 112
Website www.iconglobal.com.au
Email allison.becker@iconglobal.com.au
Features All HACC services. Manages HACC, DVA, NRCP, CACP, EACH, FRC, NRCP, CDC, ISPs, Medicare Online etc. Sophisticated rostering, Case Management , extensive reporting, integration with Payroll/HR and Finance systems, Maps, SMS, Mobile and Online. Home Care, Home Maintenance, Delivered Meals, Day Centres. Full Australian based helpdesk and online support 8:30am-7pm
Agency Size Unlimited
Agency Type HACC, Aged, Disability, Family Services, Supported Employment
SCTT Included Yes
Network Yes
HACC MDSv2 -tested Yes -implemented Yes
Price On Application

CIM

Company Name Corporate Information Management PL
Address Suite 3/26 The Parade West, KENT TOWN SA 5067
Contact Brenton Scott
Phone/Mobile PH: 08 8363 5079 MOB: 0411 555 213
Website www.cim.net.au
Email brentons@cim.net.au
Features Home data entry, remote dialling facility, backend of database can be accessed by external report writing tools able to access ODBC database, helpdesk support offered (telephone & email).
Mobile option for Smart Phones and Tablets
Agency Size Unlimited
Agency Type Community Health Centres & Hospitals, Local Councils, Agencies with brokerage, District Nursing Services
SCTT Included Yes
Network Yes
HACC MDSv2 -tested Yes -implemented Yes
Price On Application

DAISY

Company Name Knowledge Base Systems
Address 24 Peppercorn Walk, Kensington VIC 3031
Contact Peter Caldwell
Phone/Mobile Ph: 03 9376 8752 MOB: 0416 150 369
Website
Email Pc.kbs@optusnet.com.au
Features Staff rostering, payroll, invoicing, send e-referrals, crystal reporting, support: helpdesk& user group meetings
Agency Size Unlimited
Agency Type Local Councils, District Nursing, personal & domestic care, nursing, meals, day centres.
SCTT Included Yes
Network Yes
HACC MDSv2 -tested Yes -implemented Yes
Price On Application

DataManager+

Company Name Miss Programs
Address 37 Ferndale Road, UPPER FERN TREE GULLY VIC 3156
Contact Andrea Coffey
Phone/Mobile MOB: 0428 860 008
Website
Email why@bigpond.net.au
Features contact vendor for more information
Agency Size small
Agency Type Small NGOs running PAGs
SCTT Included
Network
HACC MDSv2 -tested -implemented
Price On Application

GoldCare

Company Name Campana Systems Pty Ltd
Address Suite 1 Level 3 295 Springvale Road Glen Waverley, Victoria 3150
Contact Wes Radulski
Phone/Mobile PH: 03 03.9535.4900
Website www.mygoldcare.com
Email info@mygoldcare.com
Features Rostering, PDA compatible, B2B functionality, assessment engine for standard or custom assessments, ability to roster any service & frequency, integrated billing, E-Referral capable.
Agency Size Unlimited
Agency Type All service provider types, all HACC services
SCTT Included Yes
Network Yes
HACC MDSv2 -tested Yes -implemented Yes
Price On Application

HACCPAC and MEALPAC

Company Name Vada Computing Pty Ltd
Address PO Box 242 BLACKBURN SOUTH VIC 3130
Contact Suzie Eckermann
Phone/Mobile PH: 03 9890 5418 MOB: 0401 562 095
Website www.vada.net.au
Email Suzie.eckermann@vada.net.au
Features Manages all HACC Services and Delivered meals, Mobile rostering interface (Haccpac Mobile, eziTracker, Daelibs), integrates with third party finance and payroll systems, laptop synchronisation, SQL MS Access database.
Helpdesk 8am – 6pm.
Agency Size Small to Medium
Agency Type All service provider types, all HACC services
SCTT Included Yes
Network Yes
HACC MDSv2 -tested Yes -implemented Yes
Price On Application

HMS, Harrison Scheduler, transit.hms, transit.mobile

Company Name Health Management Systems (Australia) Pty Ltd
Address PO Box 151, SURREY HILLS VIC 3127
Contact George Guorgi
Phone/Mobile PH: 03 9898 7055
Website www.hms.com.au
Email admin@hms.com.au
Features Manages multiple agencies across multiple sites supporting unique client record, letter writer/mail merge facilities, VINAH, electronic case notes, client diary etc. E-Referrals, Day therapy. Telephone and email support, regular updates. Mobile options, Human Service Directory integration. Flexible and customisable.
Agency Size Unlimited
Agency Type All Service provider types including brokerage services, acute care, outpatients, palliative care, specialist & rehab services, day therapy centres, Community Health. All HACC services including respite and multiple service delivery.
SCTT Included Yes
Network Yes
HACC MDSv2 -tested Yes -implemented Yes
Price On Application

i.Patient Manager

Company Name CSC
Address Level 3, 380 Docklands Drive, Docklands VIC 3008 Australia
Contact Rowena Borg
Phone/Mobile PH: 03 9895 7446
Website www.csc.com/globalhealthcare
Email rborg@csc.com
Features All HACC services
Fully integrated to hospital i.patient manager PAS system
Helpdesk support
Agency Size Unlimited
Agency Type Community health centres and hospitals
SCTT Included Yes
Network Yes
HACC MDSv2 -tested Yes -implemented Yes
Price On Application

Jade Coordinated Care (JCC) & Jade Domiciliary (JCD)

Company Name Ascribe Asia Pacific
Address Level 40/100 Miller St, NORTH SYDNEY NSW 2060
Contact Gary Lakin
Phone/Mobile PH: 02 9657 1074 MOB: 0409 300 869
Website www.ascribe.com
Email gary.lakin@ascribe.com
Features DVA services, payroll, human resource, accounting, case management, group managing, alerts management etc. E-Referral compatible, network capability. Helpdesk support offered.
Agency Size Unlimited
Agency Type Suitable for all service delivery types, including mental health and palliative care. All HACC services
SCTT Included Yes
Network Yes
HACC MDSv2 -tested Yes -implemented Yes
Price On Application

OnCall

Company Name	Knowledge Base Systems
Address	24 Peppercorn Walk, Kensington VIC 3031
Contact	Peter Caldwell
Phone/Mobile	Ph: 03 9376 8752 MOB: 0416 150 369
Website	
Email	Pc.kbs@optusnet.com.au
Features	Worker or project based brokerage budgeting, publications and library information, contact and case records, person searching and matching using phonetic name search & fuzzy logic, direct access to web pages/publications/documents, case management, brokerage for respite/equipment, project based brokerage budgeting, worker time management, Commonwealth & State reporting.
Agency Size	Unlimited
Agency Type	Agencies with brokerage and case management, medical helplines & information providers, call centres, carer respite centres, carer resource centres, cancer councils.
SCTT Included	Yes
Network	Yes Built in reporting, export/import from flat files
HACC MDSv2	-tested Yes -implemented Yes
Price	On Application

PJB Data Manager

Company Name	PJB Software Australia
Address	RMB E650 BALLARAT VIC 3352
Contact	Peter Begbie
Phone/Mobile	PH PH: 03 5334 8101 MOB: 0408 571 101
Website	www.pjbaus.com
Email	pjb@pjbaus.com
Features	Supports VINAH, HARP, palliative and post acute care, primary & community health, DVA community nursing, SCTT referrals, debtors system, SQL query screen. Database can be queried using SQL. Client demographics can be synched with hospital PMI via HL7 stream. Can produce and update patients in file for Medical Director. Charges can be exported to Attache, Appgen or Oracle. Onsite installation and training, phone support during business hours.
Agency Size	Unlimited
Agency Type	All service delivery types and all HACC services.
SCTT Included	Yes
Network	Yes
HACC MDSv2	-tested Yes -implemented Yes
Price	Rental fee negotiated on basis of use required and number of users. Installation training and support included. No up-front charge – rental fee negotiated on basis of use required and number of users.

Sharikat Community Services System

Company Name	Sharikat Khoo (Aust) Pty Ltd
Address	1 Woolerton Court, DONVALE VIC 3111
Contact	Mark Annabell
Phone/Mobile	PH: 03 9874 4975 MOB: 0417 389 489
Website	www.sharikatkho.com.au
Email	info@sharikatkho.com.au
Features	CACP, post acute care, multiple billing options, hand held devices, data entry in the home via laptops, electronic timesheets. ODBC compliant, installation, training, helpdesk, user group.
Agency Size	Unlimited
Agency Type	Local Councils, small NGOs. Home care, Home Maintenance, Food Services, Community Transport, Veterans Home Care, PAGs, Volunteer Social Support, Client Assessment, Allied Health, Community Connections
SCTT Included	Yes
Network	Yes
HACC MDSv2	-tested Yes -implemented Yes
Price	On Application

The Care Manager

Company Name	Database Consultants Australia
Address	Level 5/355 Spencer Street, WEST MELBOURNE
Contact	Peter Young
Phone/Mobile	PH: 03 9320 9099 MOB: 0412 868 236
Website	www.thecaremanager.com.au
Email	pyoung@data.com.au
Features	Manages multiple HACC funded projects within single organisation. Supports CACP, EACH, NRCP, QDC, RCS, VINAH. Nationwide helpdesk and regular software release update program. Supports E-Referral as an email attachment, or as a structured message via the ConnectingCare gateway.
Agency Size	Unlimited
Agency Type	Suitable for all service delivery types, all HACC services, including disability services, psychiatric disability, residential care and respite, carer support programs.
SCTT Included	Yes
Network	Yes. Developed in Microsoft development tools and supports a SQL Server data base. Interfaces with Microsoft suite of software as well as access by a wide variety of standard industry reporting tools.
HACC MDSv2	-tested Yes -implemented Yes
Price	On Application

TrakCare

Company Name	InterSystems
Address	12/383 Kent St, Sydney NSW 2000 AND Unit 12 / 663 Victoria St Abbotsford VIC 3063
Contact	Tony Wood
Phone/Mobile	PH: 03 8416 9500
Website	www.intersystems.com
Email	
Features	Electronic Health Record, Waiting List, Intake, Assessment, Events/ Groups, E-ref capable, appointment schedules, Brokerage, Progress Notes, Scanning, Remote access, Business Intelligence Compliant with HACC, PH_MPR, QDC, IRIS, VINAH, ADIS, NRCP, EACH, CACP Able to be fully integrated with PAS, ED, Theatres, Clinical, Maternity, District Nursing, HIC Online.
Agency Size	Unlimited
Agency Type	Community Health, NGO, Hospital
SCTT Included	Yes
Network	Yes
HACC MDSv2	-tested Yes -implemented Yes
Price	On Application

CityManager

Company Name	Xpedite Professional Services Pty Ltd
Address	12/214 Bay Street BRIGHTON VIC 3186
Contact	Michael Holden
Phone/Mobile	PH: 03 9596 8433
Website	www.xpeditepro.com.au
Email	admin@xpeditepro.com.au
Features	Home care, personal care, respite care, volunteers, transport, delivered meals, PAGs. Refer to website for all capabilities. Helpdesk support, online access and weblog reporting
Agency Size	Unlimited
Agency Type	Suits local councils
SCTT Included	Yes
Network	Yes
HACC MDSv2	-tested Yes -implemented Yes
Price	On Application

UNITI

Company Name	Ballarat District Nursing & Healthcare
Address	Suite 6C Global Innovation Centre, UOB Technology Park, Mt Helen, Vic 3350
Contact	Dean Parish
Phone/Mobile	PH: 03 5309 2407 MOB: 0408 122 723
Website	www.uniti.com.au
Email	dparish@uniti.com.au
Features	Support: HACC, VINAH, Women's & Community Health, DVA Online claiming, PCOC Features: Referral Management System. Centralised Organisational Database that can be partitioned into Departments for management of Client Records and Data. Sync Client Demographics with hospital PMI via HL7, links to external Finance Systems, SCTT, Complete Internal Finance System, Appointment Diary, Daily Client Lists/Rosters, Document Management and Mobile capability. Support: Implementation Planning Studies, Operational Usage Reviews, Onsite training, Remote Support, Development, Provisioning of Manuals.
Agency Size	Unlimited
Agency Type	Suits local councils
SCTT Included	Yes
Network	Yes
HACC MDSv2	-tested Yes -implemented Yes
Price	On Application