

Solutions in partnership: a Wild Bamboo case study

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*Manu Fotu, General Manager Operations,
Vaka Tautua*

Vaka Tautua: Seamless journey from paper-based to PRIMHD compliant.

About Vaka Tautua

Vaka Tautua provides disability, mental health, older peoples and other support services for Pacific people. Jointly owned by Pacific Information Advocacy and Support services (PIASS) and Malologa Trusts, Vaka Tautua combines a decade of service to Pacific people. Vaka Tautua also offers shared management services to its parent trusts and other NGOs. Vaka Tautua’s mission is to contribute to the overall health and wellbeing of Pacific people in Aotearoa. For more information about Vaka Tautua visit www.vakatautua.co.nz

The situation

Since 1999, Vaka Tautua has used a paper-based system to record demographic and contact information about people accessing its mental health services.

In 2009, with the Ministry of Health’s new PRIMHD compliancy reporting requirements, the service decided it was time to move to an electronic information management system.

With the majority of their time spent working with people, Vaka Tautua’s support workers had limited exposure to computer systems. It was critical that any new system was easy to use with only minimal ongoing training.

Alongside the benefits Recordbase, it was a recommendation from fellow non-government mental health service provider and Recordbase user, Pathways, that helped Vaka Tautua move forward with its decision to choose Wild Bamboo as its preferred supplier.

The Wild Bamboo partnership approach

Implementation

Implementing Wild Bamboo’s Recordbase system was a big decision for Vaka Tautua, and, understandably, there were a few nerves and reservations about the change.

Wild Bamboo’s business analyst worked closely with key users at Vaka Tautua to precisely determine their business and reporting requirements.

Training

After implementation, training was provided to key users in a train-the-trainer format. The training session was interactive and customised specifically for Vaka Tautua.

Key users spent valuable one-on-one time with Wild Bamboo’s trainers; asking questions, getting relevant information and becoming confident enough using Recordbase that they were able to run their own in-house training session for the rest of the Vaka Tautua team.

After training a comprehensive Recordbase manual was provided for everyday reference, with ongoing support from Wild Bamboo’s 0800 helpdesk.

The results

Vaka Tautua passed its PRIMHD compliance testing with relatively few issues and finds Recordbase’s capacity for reporting to funders very effective.

Manu Fotu, general manager operations, said Wild Bamboo’s service delivery is second to none. “Wild Bamboo was very efficient, attending to all our enquiries in a timely fashion. We’d certainly recommend Recordbase to any potential customers”.



The Wild Bamboo solution



Secure, easy to access, easy to use and affordable, Recordbase is the one stop solution for managing your information, contract reporting, including PRIMHD, and service planning requirements.

Recordbase provides full information management, including:

- details and demographics
- notes and history
- medication and medical test results
- referrals, admittances, transfers and discharges
- storage and uploading of relevant documents
- incident, accident and complaints logging
- setting and reporting goal and support plans.