



SILVER CHAIN

EVERY MINUTE. EVERY HOUR. EVERY DAY. WE CARE.

# IBM Cognos Reporting

Gavin Wilburn – Silver Chain

Tuesday 5 June 2012



EVERY MINUTE. EVERY HOUR. EVERY DAY. WE CARE.

- About Silver Chain
- Finance System Change
- I&E Reporting Project
- Development Methodology
- Key Benefits
- Questions

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## Introduction to Silver Chain



[Silver Chain.avi](#)



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- Not-for-profit organisation
- Began over 100 years ago
- One of the largest providers of community, clinical and health care services in WA
- \$200m Turnover
- Over 2500 Staff and Volunteers
- Servicing 40,000 people of all ages each year.

# About Silver Chain



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REACHING ACROSS  
WESTERN AUSTRALIA SINCE 1905

# About Silver Chain



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## Home care

Designed to meet individual needs and enable clients to live independently in their home, including:

- Aged care packages
- Allied health
- CareLink Personal Alarms

- Centre based day care
- Commonwealth Respite and Carelink
- Dementia care
- Domestic assistance
- Home maintenance
- Independence programs
- Personal care
- Respite
- Social support
- Transport

## Nursing care and clinics

Our professional nursing staff provide advice and care for an extensive range of services including:

- Continence clinics
- Diabetes clinics
- Home oxygen
- Nursing
- Palliative care
- Primary health care
- Wound clinics





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## Home Hospital

Silver Chain Home Hospital caters for Perth metropolitan patients who have a range of short term clinical care requirements, offering the following services: Priority Response Assessment (PRA), Hospital@Home, Post Acute Care and Community Nursing.

All Silver Chain Home Hospital services also include the option of home support services or allied health as required.

## Remote area health

Our nurses provide primary health care to the entire family in many remote locations around Western Australia where there is no resident doctor or hospital, and also provide support to emergency services.



## Education and training

Silver Chain is a Registered Training Organisation, delivering nationally accredited courses, professional development and traineeships. We offer over 80 courses including Certificate III (Aged Care and Home and Community Care), clinical competencies, and information technology. Our comprehensive induction training and ongoing commitment to developing our staff enables our employees to provide quality care to our clients.





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- Funded by multiple contracts and income streams:
  - Commonwealth & State Govt Grants & Subsidies
  - Fee for Service
  - Donations, Bequest & Fundraising
- 500 Reporting Levels
- 70 Report Users





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- Change of finance system from Smartstream to Microsoft Dynamics AX
- Develop new Income & Expenditure Reports



## Silver Chain Nursing Association Summary Income and Expenditure Statement For the Period Ended 30 November 2009

This report has been reviewed by: ..... Date: ...../...../.....

865.733.558 HACC Fees

Layer 159 of 308

	Annual Budget	Actual Current Month			2010 09/10 Financial Year		
	2010 09/10 Financial Year	2010 09/10 Financial Year			November		
		September	October	November	Year to Date Actual	Year to Date Budget	Variance
0036 Total Donations and Fundraising	\$0	\$38	(\$64)	(\$166)	(\$15)	\$0	(\$15)
0114 Total Fees	\$359,160	\$15,894	\$20,213	\$16,485	\$93,235	\$149,650	(\$56,415)
<b>Operating Income</b>	<b>\$359,160</b>	<b>\$15,932</b>	<b>\$20,148</b>	<b>\$16,320</b>	<b>\$93,220</b>	<b>\$149,650</b>	<b>(\$56,430)</b>
4050 Service Management Wages	\$151,538	\$7,245	\$8,780	\$5,645	\$38,372	\$63,286	(\$24,914)
4144 Insurance - Workers Compensa	\$1,493	\$55	\$78	\$49	\$340	\$623	(\$283)
4287 Training & Development - Adm	\$2,273	\$0	\$0	\$0	\$0	\$949	(\$949)
4313 Superannuation	\$13,056	\$563	\$766	\$509	\$3,392	\$5,452	(\$2,060)
4158 Total Motor Vehicle Running	\$8,800	\$742	\$742	\$708	\$3,675	\$3,675	\$0
<b>Total Service Management Expenses</b>	<b>\$177,160</b>	<b>\$8,605</b>	<b>\$10,365</b>	<b>\$6,912</b>	<b>\$45,779</b>	<b>\$73,986</b>	<b>(\$28,207)</b>
5427 Total Communication	\$84,000	\$4,032	\$4,134	\$4,133	\$20,689	\$35,000	(\$14,311)
5860 Total Publications and Forms	\$8,000	\$0	\$0	\$0	\$247	\$3,333	(\$3,086)
5870 Total Insurance, Audit and Bank	\$48,000	\$3,932	\$4,206	\$4,830	\$17,488	\$20,000	(\$2,512)
5890 Total Doubtfull Debts and Write	\$42,000	\$194	\$1,443	\$695	\$9,267	\$17,500	(\$8,233)
<b>Total Other Operating Expenses</b>	<b>\$182,000</b>	<b>\$8,158</b>	<b>\$9,783</b>	<b>\$9,658</b>	<b>\$47,691</b>	<b>\$75,833</b>	<b>(\$28,142)</b>



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- Generate financial reports from AX
- Online Access
- User friendly
- Drill down to transactions
- Security



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Cognos Viewer - Operational I&E (Summary) AX Gavin Wilburn - SC House [Log Off](#) [Home](#) [About](#)

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## Summary Income and Expenditure Statement (Operational)

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Month: April 2012 | LPP: 2170.120.101 North Metropolitan Respite - Kingsley

Month: 2170.120.101 North Metropolitan Respite - Kingsley | Suppress Zeros | Simple Prompts

	FY Budget	Actual Current Month			Year to Date 2012		
	2012	February 2012	March 2012	April 2012	Actual	Budget	Variance
<b>Income</b>	<b>521,810</b>	<b>46,639</b>	<b>44,732</b>	<b>44,509</b>	<b>416,993</b>	<b>433,842</b>	<b>(16,848)</b>
Direct Staff Expenses	383,401	30,612	31,665	32,615	301,807	319,332	(17,525)
Direct Travel Expenses	28,181	2,705	2,748	2,953	26,449	23,484	2,965
<b>Direct Expenses</b>	<b>411,582</b>	<b>33,317</b>	<b>34,413</b>	<b>35,568</b>	<b>328,256</b>	<b>342,816</b>	<b>(14,560)</b>
Management and Administrative Expenses	0	0	0	0	90	0	90
Accommodation Expenses	22,894	1,870	1,920	1,870	19,053	19,053	0
Other Operating Expenses	79	76	174	154	1,114	66	1,048
Organisational Overheads	87,255	6,217	7,343	6,583	69,401	72,732	(3,332)
<b>Indirect Expenses</b>	<b>110,227</b>	<b>8,163</b>	<b>9,438</b>	<b>8,607</b>	<b>89,657</b>	<b>91,851</b>	<b>(2,194)</b>
<b>Expenditure</b>	<b>521,809</b>	<b>41,479</b>	<b>43,851</b>	<b>44,174</b>	<b>417,913</b>	<b>434,667</b>	<b>(16,754)</b>
<b>Operating Surplus/Deficit</b>	<b>0</b>	<b>5,159</b>	<b>881</b>	<b>334</b>	<b>(920)</b>	<b>(826)</b>	<b>(94)</b>
<b>Net Surplus/Deficit</b>	<b>0</b>	<b>5,159</b>	<b>881</b>	<b>334</b>	<b>(920)</b>	<b>(826)</b>	<b>(94)</b>

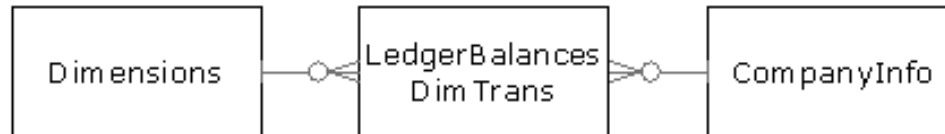
[Online Summary I&E.mp4](#)



## Review of AX source data

- Investigation
- Document target tables and fields
- Talk to experts
- Confirm results
- Sign off

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The LedgerBalancesDimTrans table contains the posted ledger amount per account, dimension combination and date.

Field Name	Report Usage	Cube	Data Type	Description/Comments
DEBITMST	Amount	Y	[numeric](28,12)	Total of normal debit transactions for the period
DEBITOPRMST			[numeric](28,12)	Total of operations debit transactions for the period
DEBITTAXMST			[numeric](28,12)	Total of tax debit transactions for the period
DIMENSION	Location	Y	[nvarchar](10)	Lookup description in DIMENSIONS table
DIMENSION2_	Product	Y	[nvarchar](10)	Lookup description in DIMENSIONS table
DIMENSION3	Funding	Y	[nvarchar](10)	Lookup description in DIMENSIONS table
ACCOUNTNUM	Account	Y	[nvarchar](20)	Lookup description in LEDGER TABLE
CREDITMST	Amount	Y	[numeric](28,12)	Total of normal credit transactions for the period
CREDITOPRMST			[numeric](28,12)	Total of operations credit transactions for the period
CREDITTAXMST			[numeric](28,12)	Total of tax credit transactions for the period
PERIODCODE		Y	[int]	Use to separate opening balances
TRANSDATE	Date	Y	[datetime]	Date of the transaction
CREDITMSTSECOND			[numeric](28,12)	
DEBITMSTSECOND			[numeric](28,12)	
DEBITOPRMSTSECOND			[numeric](28,12)	
CREDITOPRMSTSECOND			[numeric](28,12)	
DEBITTAXMSTSECOND			[numeric](28,12)	
CREDITTAXMSTSECOND			[numeric](28,12)	
QTY			[numeric](28,12)	
SYSTEMGENERATEDULTIMO			[int]	
DATAAREAID	Company	Y	[nvarchar](4)	Lookup description in COMPANYINFO table
RECVERSION			[int]	
RECID			[bigint]	
DIMENSION4_	Activity	Y	[nvarchar](10)	Lookup description in DIMENSIONS table

This table appears to contain the normal monthly activity for the ledger

It also contains opening balances for the year for balance sheet accounts

There are separate fields for Adjustments (normal, operations, tax)



- Develop reporting hierarchy

# Reporting Structure - Old



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Smartstream Structures - [Reporting Levels 30/04/1996 7:59:00 PM]

File Edit View Structure Point Window Help

- REP: All Reporting Levels
  - DNU: Do Not Use These Reporting Levels
  - FDR: Fundraising and Branches
  - PRJ: Projects and Strategic Investments
  - SCNA: Silver Chain Nursing (Operational)
  - ACN: Access Care Networks
  - CDM: Community Services
    - CUTRY: All Country
    - METCC: Metropolitan Home Support Services
      - DSCOPT: Disability Services Options (DNU - Closed 30/06/2010)
      - FFS: HACC Fees
      - MAH: Metropolitan Allied Health
      - MEACH: Metro EACH
        - 060.360.250: Extended Aged Care at Home - North Metro
        - 120.360.251: Extended Aged Care at Home - South West Metro
        - 090.360.254: Extended Aged Care at Home - East Metro
      - META: Metropolitan Assessment
      - METCACP: Metropolitan Community Aged Care Packages
      - METCCC: Metropolitan Client Care Co-ordination
      - METCM: Metropolitan Case Management (DNU - Closed 30/06/08)
      - METDA: Metropolitan Domestic Assistance
      - METIP: Metropolitan Independence Programs (DNU - Closed 30/06/10)
      - METOT: Metropolitan HSS Other Services
      - METPC: Metropolitan Personal Care
        - METPCDNU: Metropolitan Personal Care DNU
          - 090.400.162: East Metropolitan Personal Care
          - 060.400.144: North Metropolitan Personal Care
          - 121.400.157: South East Metro Personal Care
          - 397.400.165: South West Metro Personal Care - Mandurah
          - 133.400.165: South West Metro Personal Care - Myaree
      - METRE: Metropolitan Respite
      - METSS: Metropolitan Community Care Support Services
      - METSU: Metropolitan Social Support
      - METTS: Metropolitan Transport Services
      - METHS: Metropolitan Health Services
    - CDR: Support Services
    - RES: Residential Services (DNU - Closed 30/06/2010)

**Point Properties**

Structure:  
Reporting Levels 30/04/1996 7:59:00 PM

Property category:  
General

New Point...

Name.....	MEACH
Description.....	Metro EACH
Type.....	Summary Point
Parent.....	METCC
Operator.....	+
Enabled.....	True
Inherited.....	No
GMemail.....	
Redirect.....	
Required.....	
Summary.....	
Sort Order.....	99999

Start SmartStream Smartstream Structu...



- Develop reporting hierarchy
  - Excel based
  - Simple format
  - Easy maintenance
  - Macro to export to CSV
  - Keep backups for roll back

# Reporting Structure - New



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	A	B	C	D	E	F
1	L1 Code	L1 Desc	L2 Code	L2 Desc	Location Code	Location Desc Info Only
2	MET	Metropolitan			2000	Metro
3	MET	Metropolitan	NTH	North Metropolitan	2100	North
4	MET	Metropolitan	NTH	North Metropolitan	2145	Claremont
5	MET	Metropolitan	NTH	North Metropolitan	2151	Stirling
6	MET	Metropolitan	NTH	North Metropolitan	2160	North
7	MET	Metropolitan	NTH	North Metropolitan	2167	Wanneroo
8	MET	Metropolitan	NTH	North Metropolitan	2170	Kingsley
9	MET	Metropolitan	EST	East Metropolitan	2200	East
10	MET	Metropolitan	EST	East Metropolitan	2205	Guildford
11	MET	Metropolitan	EST	East Metropolitan	2210	Mt Lawley
12	MET	Metropolitan	EST	East Metropolitan	2217	Highgate
13	MET	Metropolitan	STHE	South East Metropolitan	2300	South East
14	MET	Metropolitan	STHE	South East Metropolitan	2340	Maddington
15	MET	Metropolitan	STHE	South East Metropolitan	2366	Kelmscott
16	MET	Metropolitan	STHE	South East Metropolitan	2384	Bentley
17	MET	Metropolitan	STHW	South West Metropolitan	2400	South West
18	MET	Metropolitan	STHW	South West Metropolitan	2410	Jandakot
19	MET	Metropolitan	STHW	South West Metropolitan	2419	Murdoch
20	MET	Metropolitan	STHW	South West Metropolitan	2430	Fremantle
21	MET	Metropolitan	STHW	South West Metropolitan	2433	Myaree
22	MET	Metropolitan	STHW	South West Metropolitan	2450	Rockingham
23	MET	Metropolitan	STHW	South West Metropolitan	2461	Hilton
24	MET	Metropolitan	STHW	South West Metropolitan	2497	Mandurah/Peel
25	COU	Country			3000	Country
26	COU	Country	GF	Goldfields	3100	Goldfields
27	COU	Country	GF	Goldfields	3110	Eucla
28	COU	Country	GF	Goldfields	3128	Kalgoorlie
29	COU	Country	GS	Great Southern	3200	Great Southern
30	COU	Country	GS	Great Southern	3210	Esperance
31	COU	Country	GS	Great Southern	3283	Albany
32	COU	Country	MW	Midwest	3300	Midwest



- **Ease of Use**
  - Reporting Level Security
    - Manager only sees the areas relating to them
  - Optional Prompts
    - No questions when the report opens



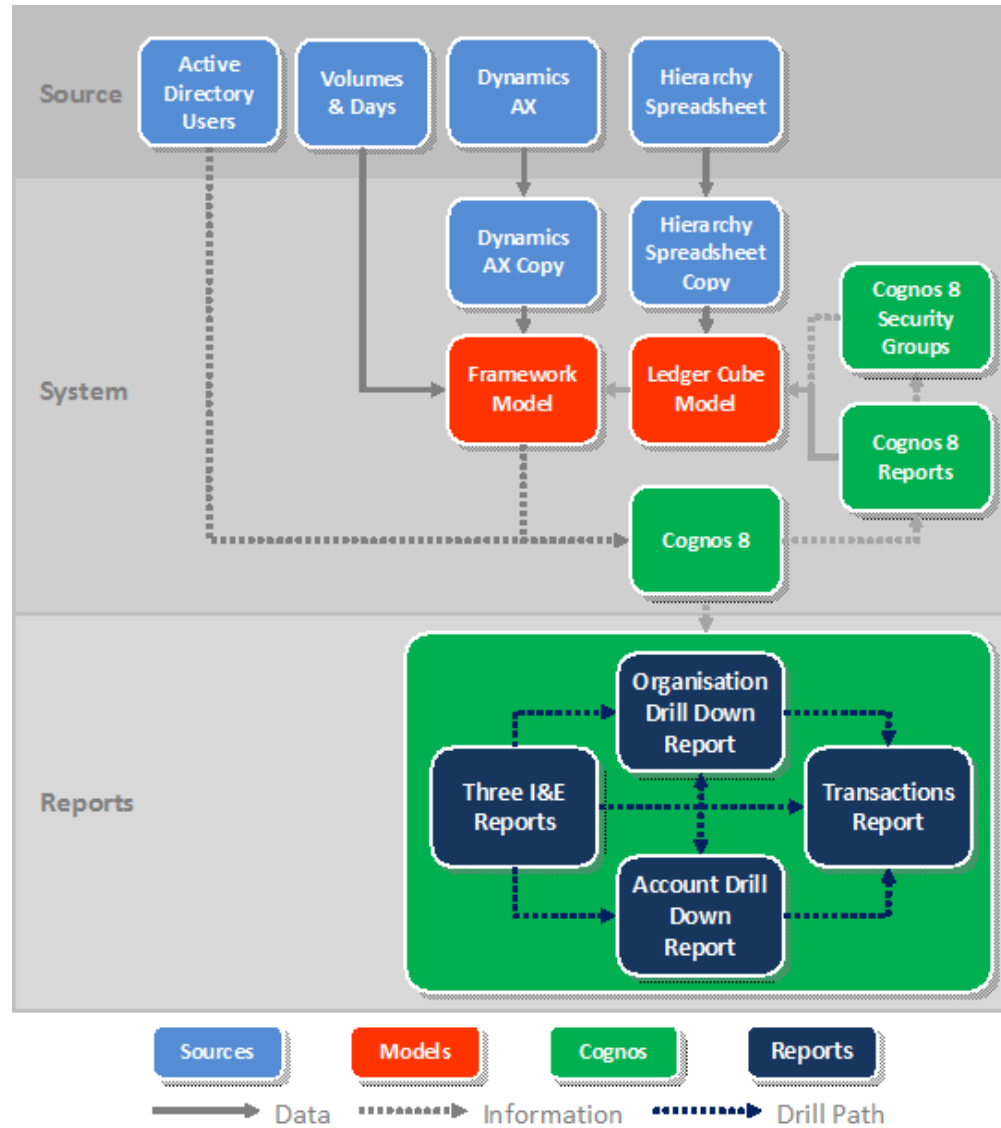
- Drill Through on Reporting Level, Account and Amount
- Conditional Drill Through
  - Hyperlinks only appear where more detail is available
  - Test for hierarchy to conditionally display drill through
- Open in new windows when it makes sense



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- Performance
  - Speed of operation
- Sign Control
  - Visual Presentation of Income and Expenditure values (+/-)

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- No longer need to generate and email PDF reports
- No longer need to maintain report recipient database. Report access manage via system security



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- Managers able to access more information than before:
  - Current & Prior Months
  - View data in different formats
    - Summary I&E, Detail I&E
    - HTML, PDF, Excel, XML & CSV
  - View data at different levels in the reporting hierarchy (i.e. High level roll ups as well as individual reporting levels)
  - Drill down to transaction level





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- Managers provided with information relevant to their needs
- Assists managers to understand income and expenditure movements
- Reduced account queries
- Information remains in a standardised format

# Questions



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# Thank You



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