

# Using technology for better health outcomes...

Bill Le Blanc is the Executive Director of eHealth and Chief Information Officer at SA Health, where he says there are two key parts of his role.

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"There are two aspects to my role; the first is running the IT for the health system. Across SA Health for all 70 hospitals, the IT service is grouped into a shared service, and in that division I am responsible for 600 staff. It's a fairly big group and half of this group supports all the operational IT systems that the health services rely on."

"The second part of my role is focused on managing some significant IT projects which are being implemented by the health department. Specifically the IT projects are being completed to enable significant reforms in the way health services are delivered to South Australians, and that keeps the other half of the eHealth team busy."

## A full circle

After studying a degree in science and mathematics, Bill joined Flinders Medical Centre as a programmer. However, his ambition led him to pursue a career in the private IT sector for 22 years, before re-joining SA Health in 2008.

"During that time I decided I wanted to move from being a technical specialist to a managerial role. I completed a Masters of Business Administration (MBA) at the University of South Australia, which I think contributed to my progression."

Bill believes that undertaking further education was instrumental in him returning to SA Health, as it meant he could use his private sector experience from within government, instead of as a supplier to government.

"I believe that making a career move from the private sector back into government is a really good thing to do – it's a great opportunity that more people should consider."



## Achieving his dream

Bill's hard work, study and experience paid off, and he now considers his current role to be his dream job.

"My current position as Executive Director of eHealth Systems and Chief Information Officer at SA Health has been a career goal of mine for some time. However, earlier in my career I would never have dreamed this was possible.

The learning opportunities afforded to me in since I joined SA Health six years ago have been crucial in preparing me for this role."

"This is the biggest Chief Information Officer (CIO) role in SA. I am immensely proud to lead an amazing team of people."

"Being a CIO is a goal shared by many IT professionals and being responsible for the largest IT portfolio is an honour. I am proud of this achievement and SA Health should be proud the contribution that IT makes to the delivery of health services."

## Career challenges become highlights

A career highlight for Bill was the creation of a single IT shared service unit. This involved a transformation project, where 15 separate IT departments were pulled into a single delivery unit for the State.

"That is something that stands out to me as a career achievement.

It was three years in the making and involved a lot of hard work and it's terribly satisfying now that it's been in operation for three years."

## So what was the success of this project down to?

"Communication was crucial to the success of this project. You really need to have strong people skills in order to take people on a journey in order to cope with change. It doesn't matter if you are an accountant or a doctor – if you are going to lead a large group of people, you need strong communication and people skills to succeed."

## Helping clinicians to do their jobs even better

Bill has a passion for delivering customer-focused IT, which in the health department means delivering systems which make clinicians' jobs easier, and which contribute to patient outcomes.

"I'm passionate about providing a great service to our internal customers, and to the health professionals who rely on IT."

"Because of that, I'm passionate about cultural change, and not just using technology for technology's sake."

"We are very mindful of using technology to enable the business and clinical service delivery to do its job better and more effectively."