

Whole of Health ICT Strategy 2009-2013



Focus Group Phase 2

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Key findings from the environmental scan

Environmental Scan – key learnings

- *A shareable Electronic Health Record* is seen by most jurisdictions around the world as the means to shift health information systems from an agency or setting centred approach to a patient centred approach, where the right information follows the patient across settings and locations.

Environmental Scan – key learnings

- *eHealth has clear quality and safety benefits* through reduction of critical data loss and transposition errors. As the patient moves through treatment settings the hand over process between clinicians becomes safer. eHealth also saves clinician time and effort by reducing the need to re-gather information already collected.

Environmental Scan – key learnings

- *Clinical decision support through information systems* which can provide clinician alerts, support best practice protocols and disseminate new knowledge is being recognised as an essential means of promoting improved quality and safety.
- *Web Portals encourage consumer engagement* in many comparable jurisdictions. Engagement includes providing consumers information about health issues and aids for self-management and is becoming increasingly interactive supporting on-line appointment booking and dialogues with clinicians

Environmental Scan – key learnings

- *Health care increasingly happens outside hospital walls.* There is a worldwide trend towards providing care in community based settings and supporting preventive programs to minimise and mitigate health events to reduce unnecessary hospital admissions. Health information needs to flow to wherever the care process takes place. That process is being supported through greater telecommunications bandwidth at reduced cost and portable wireless enabled devices.

Environmental Scan – key learnings

- *Business Intelligence is now being applied to Research and Health Planning* by greater use systems that can support data analysis using information gathered as a by-product of the clinical process. Trends in patterns of disease incidence can be more easily identified and the results can be applied more quickly to improve population health.

Environmental Scan – technologies

- Hand held devices
- RFID (Radio Frequency Identification)
- Storage Consolidation and Virtualisation
- Telecommunications advances
 - Expansion and speed of internet
 - Convergence of services offered in IP environments
 - Consolidation of providers of network service providers

Environmental Scan – technologies

- E-prescribing
- Clinical Decision Support
- Patient Self-Service Kiosks
- Health Enterprise portals

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Feedback from phase 1 consultation

Patient safety and quality

- Systems that provide access to information at the point of care regardless of setting
- Initiatives that support efficient safe delivery of care, including e-prescribing and electronic ordering
- Easy access to pathology and imaging results
- Systems that are intuitive to use for clinical staff
- Systems that are scalable and configurable for local need
- Consistent reliable telemedicine capacity for rural and remote services
- Bringing data together to keep up to date evidence based research, latest protocols. Access to journals and the like

Continuity and handover of care

- The capacity to share information between GPs, community health, community care and hospitals, and give access to information by patients
- Implementation of a universal patient identifier
- Enabling legislation to allow exchange of information while still protecting privacy
- Enforcement of data and secure transmission standards
- Critical information includes patient demographics, referral, imaging, pathology, medication, assessment information and discharge summaries
- In the longer term, an electronic health record or a healthcare smartcard but wait for national developments

Interaction with consumers

- Patient centric systems that recognise patients who want to manage their own clinical data and access to information about managing their care
- Patient access to their own health record regardless of location – in emergency, in hospital, in visiting GP, at home, metropolitan or rural
- Changing technology opens access to opportunities such as Google, Facebook, electronic directories, SMS reminder messages, customer kiosks, on-line booking

Support for the workforce and change management

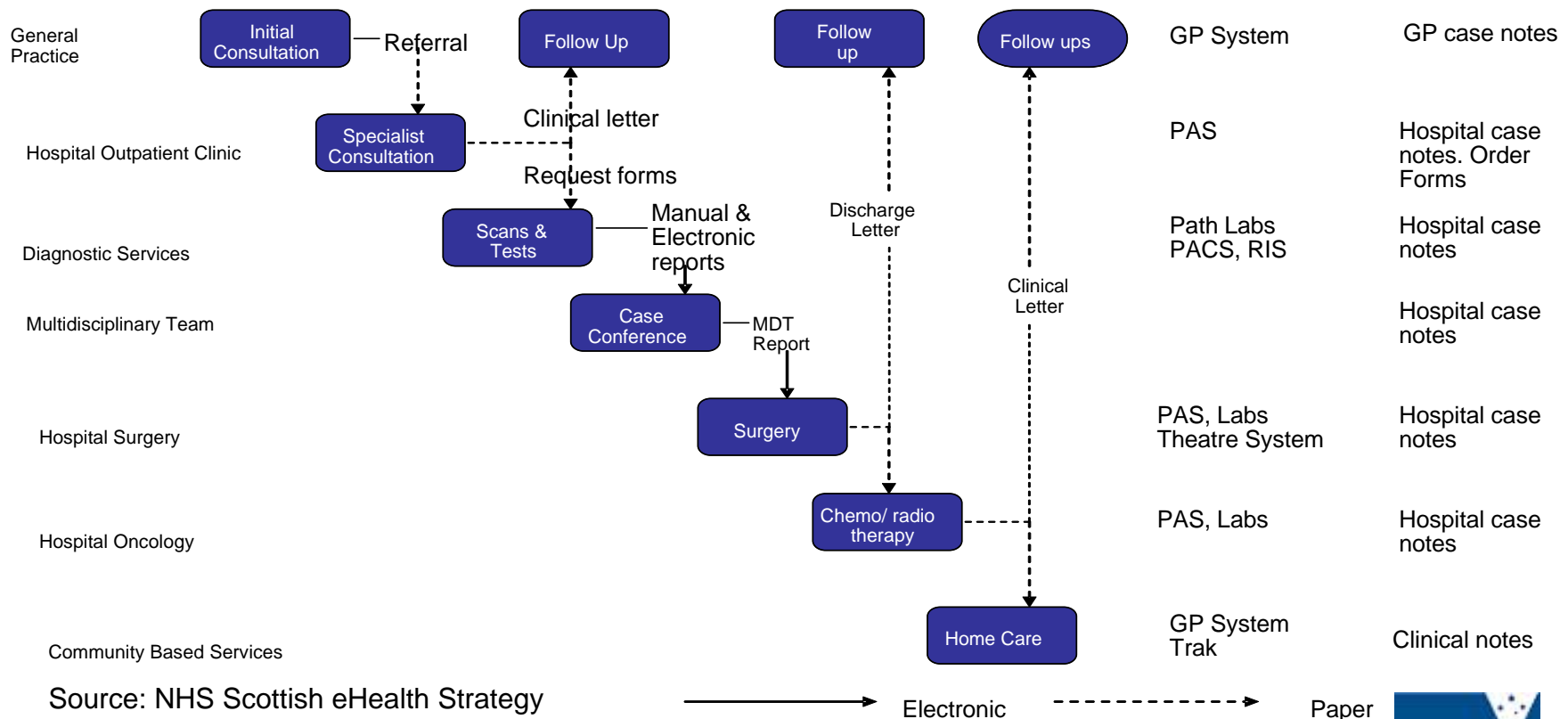
- Systems that improve services provided to patients and focus on workflow designs with immediate visible benefits rather than on DHS or Agency reporting needs or replicating current processes
- Systems need to be intuitive and learning management strategies need to be included in the implementation of systems
- Ensuring end users and local people who can make it work are involved with the initiatives at the start
- Rationalisation of central reporting requirements so that the data extraction is natural by-product of information need for service delivery
- Establishing and supporting communities of practice to support knowledge sharing

Funding and governance

- The future funding framework needs to include clear governance and accountability, financial incentives including innovation incentives, and a plan for sustainability
- Executives and government need to be sold on the benefits and recognise external benefits realised by community (eg discharge summary reducing adverse events)
- Strategy should encourage competition within an agreed mandated framework and set of standards
- Capacity to take up local initiatives and nurture into quick wins
- Clear guidance on conduct of implementation planning studies so full impact is understood by agency when committing

Information flows

Supporting a Patient Journey through Cancer



Source: NHS Scottish eHealth Strategy

Prioritisation of Initiatives - Principles

It is expected that all strategic initiatives will

- contribute to the Victorian health system as a whole
- support core business and achieving business goals
- support current needs and build a platform for improved ways of doing things
- include those components needed to prepare for and support change management

The strategy also recognises the need for innovation and for a process to ensure it can respond to new challenges as they arise

Prioritisation of Initiatives - What are the business outcomes?

Contribution to one or more of

- Improving service safety and quality
- Providing timely and accessible services
- Building sustainable, well managed and efficient services
- Strengthening the capacity of individuals, families and communities
- Promoting least intrusive and earliest effective care
- Reducing inequality by improving health and wellbeing, particularly for disadvantaged people and communities

Ref: 2008–09 Human Services Strategic Framework