

Revision of the Service Coordination Tool Templates – Implications for Software Vendors

Fact Sheet 3, October 2005

Overview

Service Coordination is a key element of the Primary Care Partnerships Strategy. It was introduced by the Department of Human Services (DHS) in 2000 to develop a more effective primary care system in Victoria. The Service Coordination initiative included the development of a common set of forms (Service Coordination Tool Templates or SCTT) for agencies to record and share client registration information, undertake initial needs identification, make referrals and collect client consent to share information between providers.

A number of health agencies in Victoria have already implemented Service Coordination and over the next 2 years many other agencies will join them in using the Tool Templates. As the range of agencies implementing service coordination increases, the Tool Templates need to be revised to incorporate the practice needs of different practitioners. Agencies will start using this new version of the SCTT, to be known as SCTT 2006, in July 2006.

This is the third fact sheet about the revision of the Service Coordination Tool Templates. It provides information about implications of the revision of the SCTT for software vendors. More information about Service Coordination, the Service Coordination Tool Templates and Guidelines and how and why they are being revised is available from [fact sheet 1 - about the tool templates](#). Information about the governance arrangements and consultative mechanisms for the revision is available from [fact sheet 2 - consultative and governance mechanisms](#).

What is the current status of SCTT implementation by software vendors?

The introduction of the SCTT into client management systems used across the Victorian health and community sector allows more efficient communication between multiple care providers. A GP version, known as the Victorian Statewide Referral Form, has also been introduced into medical software.

Currently the SCTT is embedded in over 30 different client management systems. The resources currently available to support implementation of SCTT by software vendors are:

- [SCTT Tool Templates and Guidelines](#)
- [SCTT Data Standards and Data Dictionary](#)
- [SCTT HL7 Messaging Specifications](#)

The method of implementation varies widely between systems. Some vendors have implemented in accordance with the SCTT Data Dictionary whilst others have provided SCTT form templates as an additional component of the software, with varying degrees of auto-population of client details from the client management system.

Maximum auto-population of SCTT data items from the client management system database to SCTT forms is preferred by users because it avoids re-keying of client information.

What do we want to achieve with the implementation of SCTT in software?

Currently most client information displayed in the SCTT format is shared between agencies by printing and faxing forms, securely emailing forms in a variety of formats (PDF, HTML and RTF) or providing secure web server access to forms.

E-referral is progressively moving towards technology that will enable information to be shared by exchanging data rather than completed forms.

This method of sharing SCTT information will:

- Eliminate the re-keying of SCTT information into the client management systems of agencies receiving referrals
- Reduce the size of shared files
- Improve the consistency and quality of data being exchanged.
- Improve feedback through automated message acknowledgements

The revision of SCTT and the availability of HL7 Messaging Specifications presents a good opportunity to develop and promote a consistent approach to the implementation of SCTT in client management systems to support data rather than form exchange.

Client Management Systems can collect SCTT data in accordance with the SCTT Data Dictionary for sharing with other agencies by:

- Collection of SCTT data items as part of the client management system data entry user interface with generation of SCTT as a 'backend' function; or,
- Use of the SCTT forms as the data entry user interface with auto-population of common items from the client management system database

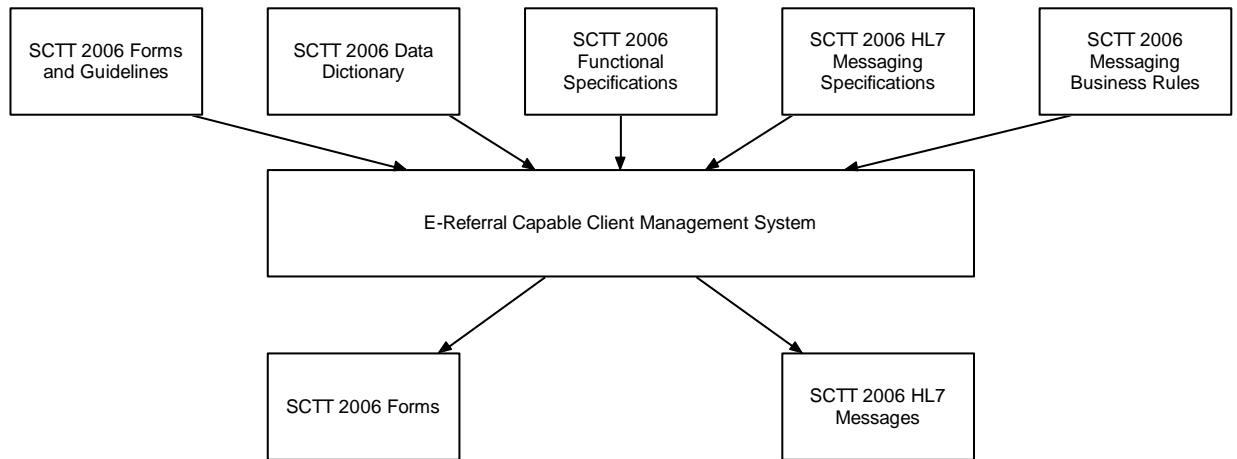
Whichever method of SCTT data collection is used, Client Management Systems should ideally share this information as data in the form of HL7 messages rather than forms wherever possible. The existing [HL7 Messaging Specifications](#) can be used to prepare client management systems for a 'data sharing' environment.

'Data sharing' is unlikely to ever be universally available. Client Management Systems therefore need to provide for both 'data sharing' and 'form sharing'. Form exchange will often be via a secure e-referral system, but could be done by the client management systems themselves.

What resources will be available after the revision of SCTT?

The following resources are being developed to support implementation of the SCTT 2006 in a 'data sharing' environment as well as promoting a more consistent approach to 'form sharing' by software vendors (see Figure 1)

Figure 1: Resources for Implementing SCTT 2006 E-Referral Capable Client Management Systems



1. SCTT 2006 Form Specifications and Guidelines

This document will be an updated version of the existing [Tool Templates and Guidelines](#). It will provide the format of printed SCTT forms and guidelines for form completion. The SCTT 2006 Forms are scheduled for release by March 2006. The Guidelines will be released by 1 July 2006.

2. SCTT 2006 Data Standards and Data Dictionary

The document will be an updated version of the existing [SCTT Data Standards and Data Dictionary](#). It will define the data model and data elements that need to be included in or mapped to the database of client management systems for a full implementation of SCTT 2006.

Systems need to have the ability to collect SCTT 2006 data items in full compliance with the SCTT 2006 Data Dictionary before the SCTT 2006 HL7 Messaging Specifications can be implemented.

The SCTT 2006 Data Standards and Data Dictionary are scheduled for release by March 2006.

3. SCTT 2006 Functional Specifications

This is a new document that will define the implementation of SCTT in Client Management System software. It will include specifications for the collection of SCTT information and outline the way in which SCTT 2006 referrals should be generated, saved and sent.

The SCTT 2006 Functional Specifications are scheduled for release by March 2006.

4. SCTT 2006 HL7 Messaging Specifications

The document will be an updated version of the existing [SCTT HL7 Messaging Specifications](#). It will define the format of HL7 messages that can be used to exchange SCTT 2006 information.

The SCTT 2006 HL7 Messaging Specifications are scheduled for release by March 2006.

5.SCTT 2006 HL7 Messaging Business Rules

This is a new document that will define how incoming SCTT 2006 referral messages will be handled by the receiving systems. Examples of items to be included are:

- Version difference handling
- Partially compliant message handling

The SCTT 2006 Messaging Business Rules are being developed as part of the HealthSMART patient and client management systems project. This development will follow implementation of the SCTT 2006 Data Dictionary and SCTT 2006 Messaging Specifications by HealthSMART vendors. Because of the timeliness associated with this project this document is not expected to be available until after 1 July 2006.

Client management systems will also need to include local incoming message handling procedures (application business rules) to complement the universal Messaging Business Rules (interface business rules). Examples of items that will need to be included are:

- Name matching against the existing patient master index
- Data comparison and update where there are differences between data item values in the incoming message and local database.

How does the revision of SCTT relate to the Implementation of the Common Client Dataset?

Most software vendors may have already received information from specific program areas within DHS about the development of the Rural and Regional Health and Aged Care Services (RRHACS) Division Common Client Data Set.

RRHACS has recently completed a project to analyse the client related data elements that are used for four major program areas:

- Home and Community Care (HACC)
- Community and Women's Health
- Alcohol and Drugs
- Aged Care Assessment.
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The aim of the project was to identify similar client data elements and then redefine these elements to be identical. On completion 30 common clients data elements were defined. These form the Common Client Data Set Version 1 (CCDS V1).

All relevant data elements in the revised SCTT will also be aligned with the CCDS V1. These changes will be reflected in the revised SCTT Data Dictionary.

Those vendors who provide software for the use of agencies associated with the four major program areas will be provided with the relevant update specifications and a CCDS V1 CodeSets CD-ROM in early November, 2005.

What should software vendors do to implement the revised SCTT?

Exchange of SCTT 2006 data rather than forms requires that client management systems comply with the SCTT 2006 data, functional and messaging specifications.

Where in the past vendors may have implemented the SCTT as a back end form, the SCTT 2006 specifications will include a more stringent requirement for vendors to implement the SCTT in full compliance with the SCTT 2006 Data Standards and Data Dictionary to be able to take advantage of SCTT 2006 HL-7 messaging functionality.

It is recognised that re-development of client management systems to comply with the above SCTT 2006 specifications is a major task for some software vendors and it will take some time to achieve full compliance.

Agencies will be required to use the SCTT 2006 forms from 1 July 2006. Therefore at a minimum it will be important for client management systems that currently use SCTT forms to implement the SCTT 2006 forms, even if it is not possible to comply with the other specifications by that date.

Ideally, it would also be valuable for the SCTT 2006 Data Dictionary and SCTT Messaging Specifications to be implemented by 1 July in order to facilitate the exchange of SCTT 2006 data with other compliant systems as soon as the Messaging Business Rules are developed and implemented.

What will happen with future SCTT revisions?

As outlined in [fact sheet 1](#) the SCTT revision will be an ongoing process. The SCTT data, functional and messaging specifications will be also revised regularly and coordinated with other DHS program requirements. This is likely to be an annual revision process, but may be longer after revisions where major changes have occurred. However, revisions will not occur more frequently than annually.

How can I find out more?

More information about the revision process, service coordination or the Primary Care Partnership Strategy more generally is available at:

- Website: <http://www.health.vic.gov.au/pcps/>
- Email address: sctt.revision@dhs.vic.gov.au
- Telephone Helpline: 9616 7424