

Using e-health to build the acute and community relationship

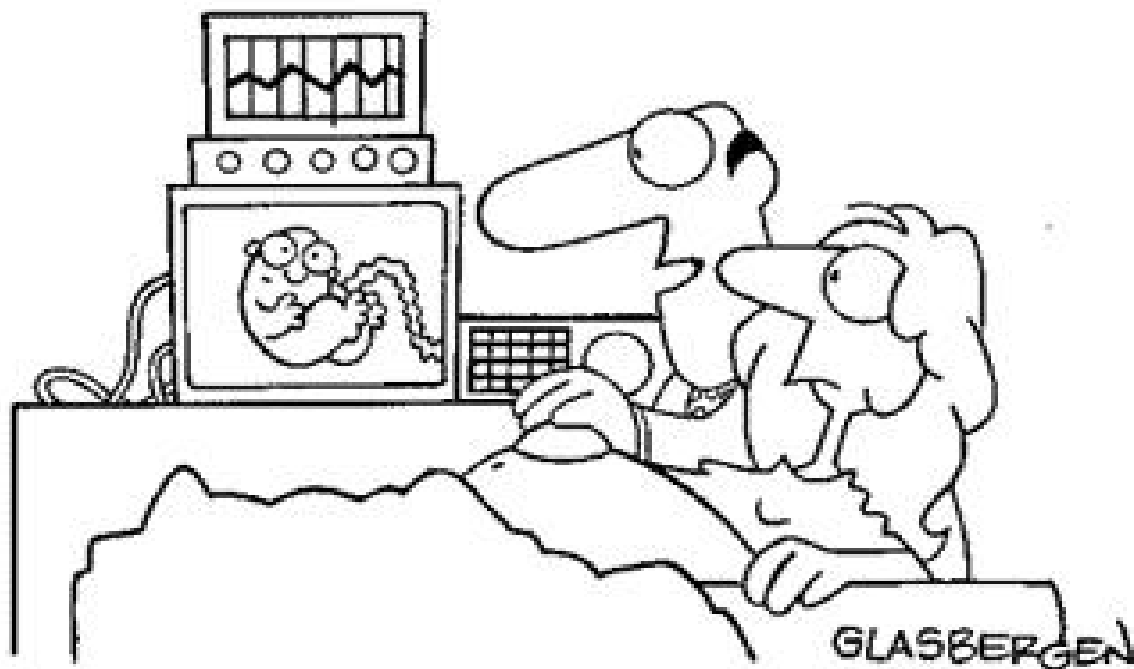
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Overview of the presentation

- What we wanted from e-health to improve the interface
- The Electronic Service Coordination System
- The difference this system has made/will make

Better care with e-health?



**“Your baby is developing very nicely.
Would you like to send him an e-mail?”**

Where Eastern Region have come from

Interface affected by a variety of limiting factors:

- Lack of coordination across sectors due to
 - Lack of knowledge
 - Lots of duplication
- No agreed standards or language
- Lack of quality data
- Varied relationships across region

e-health to assist

- Clinicians
- Managers
- Consumers

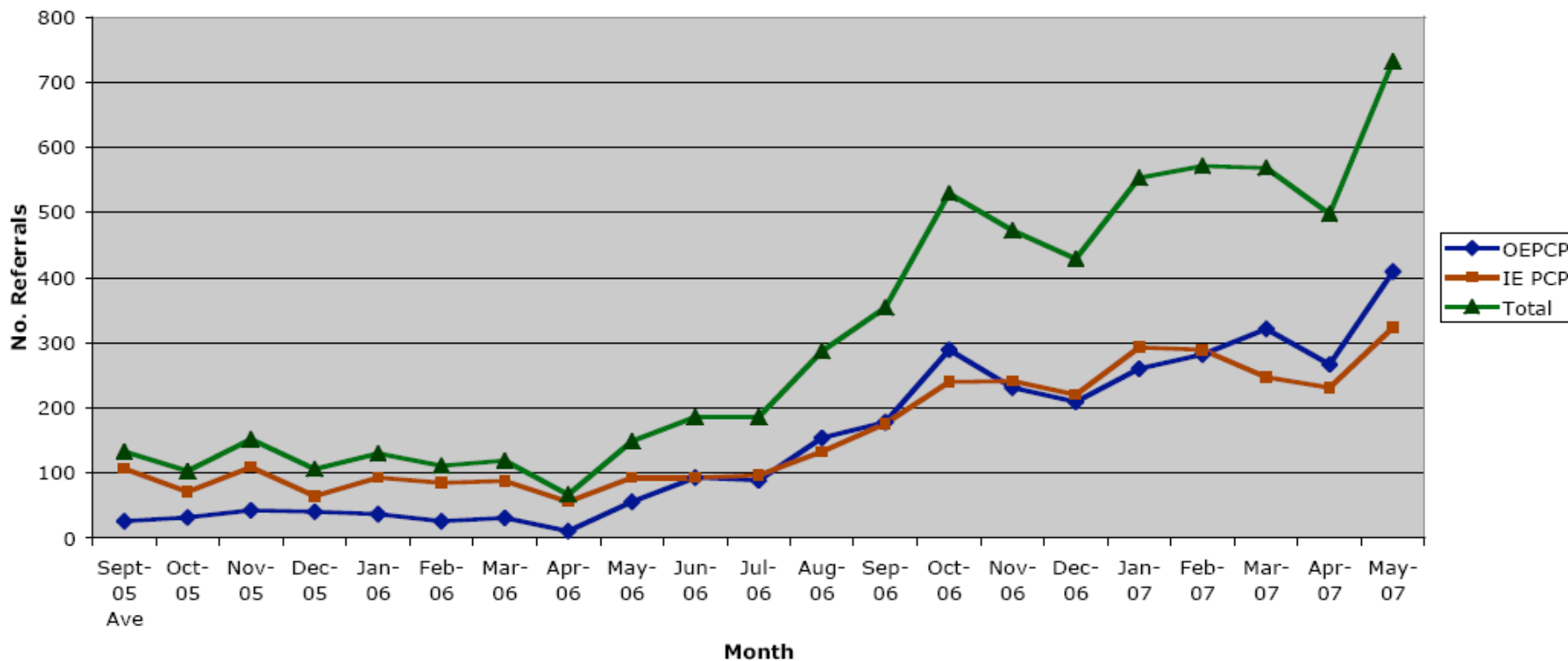


Electronic Service Coordination System (e-referral)-Background

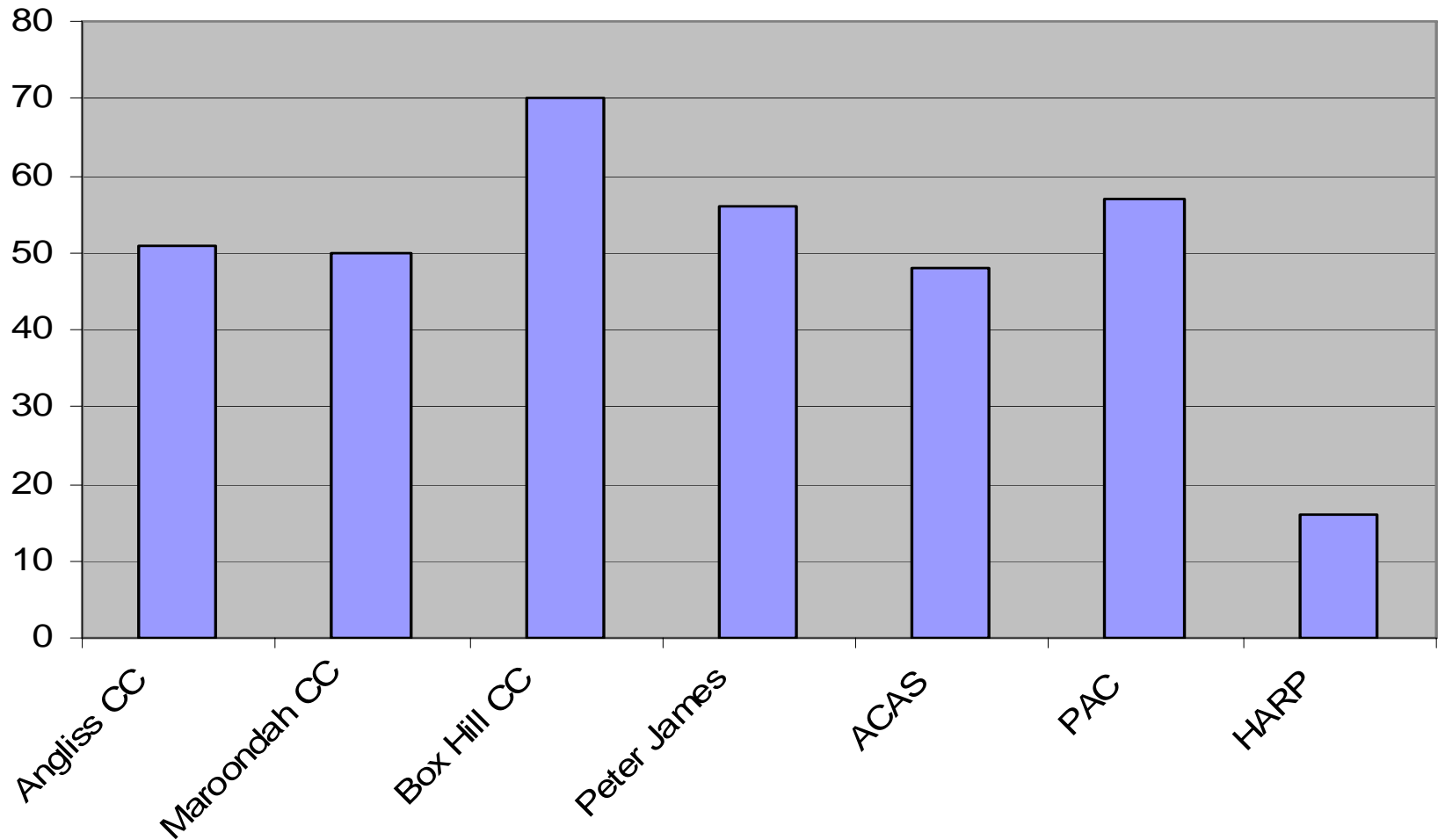
- System designed to address the various needs
- Not just e-referral, it is for service coordination
- Based on service coordination principles
- Privacy Issues addressed
- Ability to interface with a variety of electronic programs

Sectors involved

EMR Ereferrals Generated Sept 05 to May 07



Referrals sent - May 2007



Benefits of system

- Supports service coordination principles
 - Improved security
 - Improved utilisation of information with consumer consent
 - Greater efficiency once established
 - Same language
 - Legibility and ability to provide quality feedback
 - Ability for care coordination
 - Possibilities for decreased duplication across sectors eg care plans, assessments
 - Improved knowledge & trust of other services/clinicians
 - Less patients falling through the gaps

Interaction between sectors- Some benefits

Acute

- New way to access appropriate services
- Improved feedback on referrals
 - Waiting lists
 - Patient Progress
 - Appropriateness
 - greater understanding of community

Community/ Council

- Improved flow of information
- After hours ability
- Ability to use system as a part of intake models

Some examples of possible coordination use

- Care coordinators in ED
- PAC Coordinators

e-health cannot ensure smooth interface by itself

Interface needs to continually be built and developed by a variety of :

1. Client centred care
2. Joint vision around value of partnerships

Change Process

- Establish a clear vision at the start
- Base your work on solid foundations/frameworks
- Establish strong partnerships
- Start with clusters where there is a demand
- Work with project champions, however also get as many people involved as you can
- Celebrate even small wins as change takes time - start now!
- Training +++ to go along with communication+++
- Keep reviewing progress and always look at realistic ways to improve

Eastern Region not superheroes

- Everything that has been achieved in the Eastern Region can be achieved everywhere
- Everything can significantly be improved on

