



# WESTERN REGION HEALTH CENTRE

Managing the change to e-health:  
An organisation's perspective

MONDAY 18<sup>th</sup> JUNE 2007

CLARE AMIES



# Overview of the Presentation

- Implementing HealthSMART
- Background of WRHC
- Change Process
- Success Factors

# Implementing Health*SMART*

- Working towards implementing a consolidated, integrated electronic client information management system across the organisation.
- Align with organisational vision, goals and planning.

# Link with Vision, Goals and Values

- Specific and derived from business objectives
  - Accessible services
  - Comprehensive services
  - Quality services
  - Integrated services
  - Leadership and coordination
  - Improvement in organisational systems
  - Staff skills and organisational cohesion

# Western Region Health Centre

- Community Health Agency
- Employ approximately 300 staff
- Based in the Western Suburbs of Melbourne
- Range of services include:
  - Medical Practice
  - Public Dental
  - PDRS
  - CHP
  - Counselling
  - Health Promotion
  - Integrated Family Violence
  - Victims Assistance and Counselling Service
  - Primary Health Service for IDU's

# Change Process

- Start early
- Work with staff who are recognised leaders
- Get as many people involved as you can
- Communicate in multiple ways
- Celebrate
- Develop a structure to govern the change

# Governance Structure

## **The Steering Committee**

Includes the CEO, Management Group, IT Manager, Project Worker and two external agency Reps.

## **The User Group**

includes staff from all areas across the organisation.

Board

Steering Committee

User Group

## **Information Flow**

The User Group informs the Steering Committee who informs the Board. The User Group leads the change and identifies what change is needed and discusses all analysis of changes.



# Critical Success Factors

- Start now
- Establishment of structure to oversee and lead
- Clear direction
- Investing the time to develop an understanding of your business processes
- Identify ‘champions’
- Establish ‘change management approach’
- Including staff at all levels