

# Next Steps e-Referral in Victoria



Better Care – going forward with e-health  
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# e-Referral

- According to Standards Australia :
  - **“Referral is the communication, with the intention of initiating care transfer, from the provider making the referral to the receiver”**
- True e-Referral is the above with :
  - **“As a seamless secure electronic transmission from one Patient/Client Management System to another Patient/Client Management System”**

# e-Referral

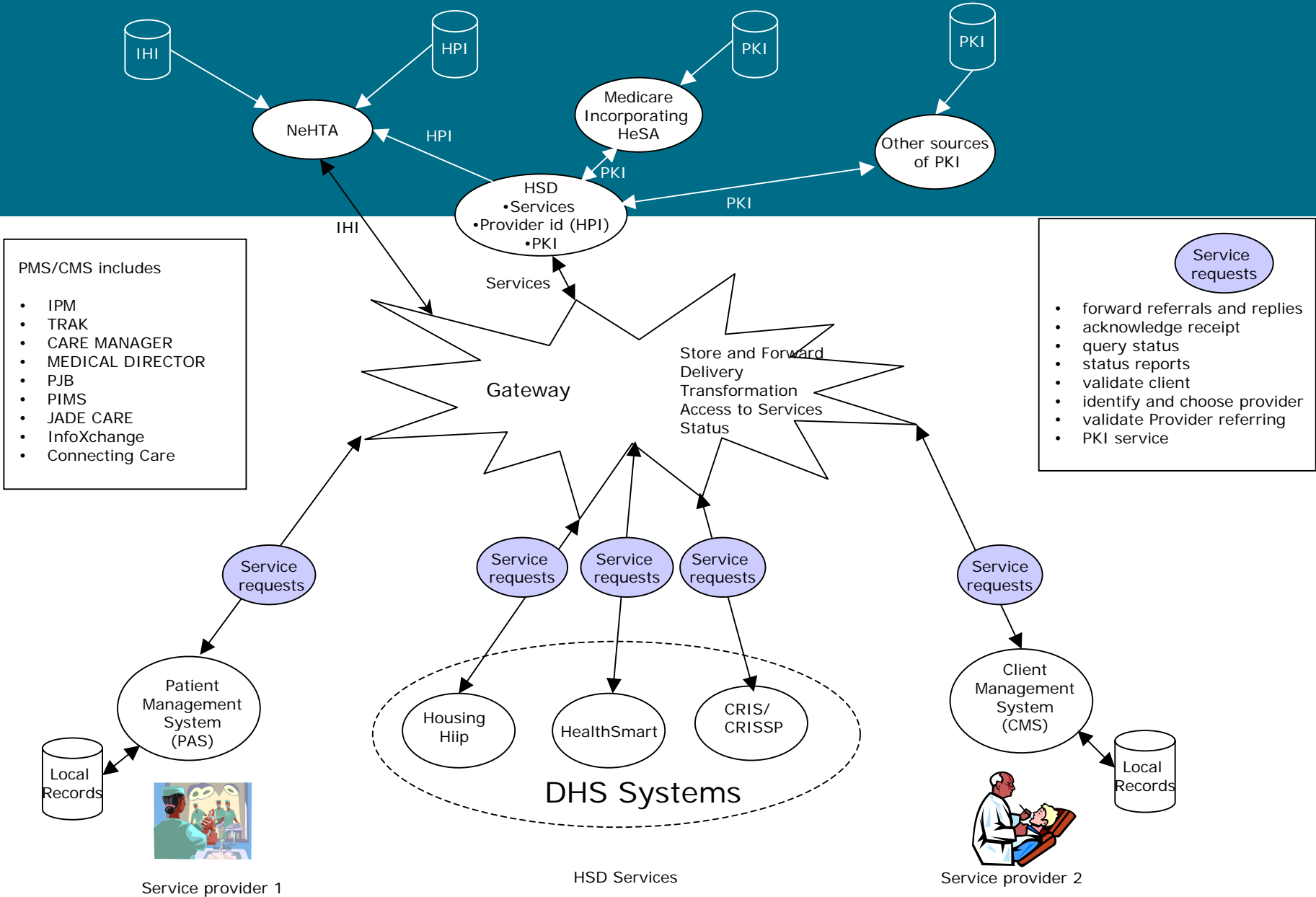
- Definitions of Healthcare Information Sharing
  - Level 1: Non-electronic data exchange using postal mail, telephone, etc.
  - Level 2: Machine transportable data limited to non-electronic manipulation. Examples include fax, scanned documents, portable data format.
  - Level 3: Machine organised data that requires manual translation between incompatible vocabularies, proprietary data formats, or unstructured content.
  - Level 4: Machine interpretable data transmission utilising structured messages from standardised and coded vocabularies.

# e-Referral Architecture Framework

- Initial report completed mid last year & released November (done in conjunction with Ocean Informatics)
- Covered all Human Services, all Victoria, all providers
- Key findings were :
  - Large appetite in the Service Delivery Community
  - Quite a number of small early projects
  - Broad directions of stages to proceed

# e-Referral Architecture Framework

- Next stage recommends
  - Develop an e-Referral Business Case
  - Specify (Functional & Technical) an e-Referral Gateway
  - Negotiate with the Health e-Signature Authority (HeSA)
  - Continue to improve & integrate Human Services Directory for e-Referral & other services
- Copy of the report is available from [www.health.vic.gov.au/ereferral](http://www.health.vic.gov.au/ereferral)



# e-Referral Overview

# The Human Services Directory

- Since 2004, with ongoing development since (revised service categories, enhanced search criteria, simplified search screens, inc GPR & provider numbers, API enhancements,...)
- Nearly 12,000 Service Providers across nearly 14,000 Sites
- 35,000 Services plus Key Words
- Supports
  - Better Health Channel
  - Client Service Model Strategic (CRIS & CRISP)
  - Nurse on Call
  - GPR, etc

# The Human Services Directory

- Has replaced other Directories, both within & outside DHS
- The Contractor assigns at least one full time and a number of part time resources to:
  - Update data
  - Undertake targeted projects (e.g. Hospitals, DHS, HACC Agencies etc)
  - Engage with peak bodies and other interest groups
  - Provide user support and Help Desk
  - Promote the Directory
- Currently in a tender process

# The Human Services Directory

- Can be found at <http://humanservicesdirectory.vic.gov.au/>
  - Help and assistance can be obtained from Sonya Robinson on 9320 9070 or e-mail [hsd.admin@data.com.au](mailto:hsd.admin@data.com.au)
- This information can also be found on the bottom of all screens in the HSD

# The Human Services Directory

- The Vision is to move towards a Service Orientated Architecture, supported by Web Services to :
  - Fully support true e-Referral, such that the Directory can be automatically accessed by Patient & Client Management Systems
  - Allow stakeholders to develop very small and cheap applications that will provide the look, feel and view most suitable for their representative groups
  - As a true Service will manage and supply such things as PKI certificates for Encryption and Digital Signing (Security)

# Develop an e-Referral Business Case

- Request for Tender mid April 2007 to Develop a Business Case for e-Referral for all Human Services for Victoria
- Closed early May 2007
- Selection made and is currently in the approval process
- Expect to be completed by Christmas

# Develop a Specification for an e-Referral Gateway

- Request for Quotation late March 2007
- Closed mid April 2007
- Contractor appointed (Hyro Solutions, with Ocean Infomatics) & started end May
- Due to be completed by Christmas

# Negotiate with HeSA

- The aim of this project is :
  - To make Digital Certificates more accessible (better look up) and
  - To make Certificates more widely available to non health practitioners
- After promising initial discussions, HeSA has been subsumed into Medicare and staff changed – discussions to be re-commenced week in June to re-confirm and progress previous progress

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