Digital Health for Practice Managers

Katrina Otto

17 September, 2016

Let’s discuss:

1. Current progress with My Health Record
2. ePIP
3. What’s New

”It’s a marathon not a sprint”

1967 - People did not believe women had the physical capability of running the 26.2 miles that make up a marathon.

"Sometimes, the people who benefit most from change are the people who are most afraid of it.

In this situation, many, many women would rather stick with the devil they know rather than the devil they don't.

They were afraid."

Kathrine "K.V." Switzer

Later, some of her vocal critics became her friends.

My Health Record usage as at 4 September 2016

Updates every 38 seconds!

Usage as at 4 August 2016

Over
2,200
new registrations
per day

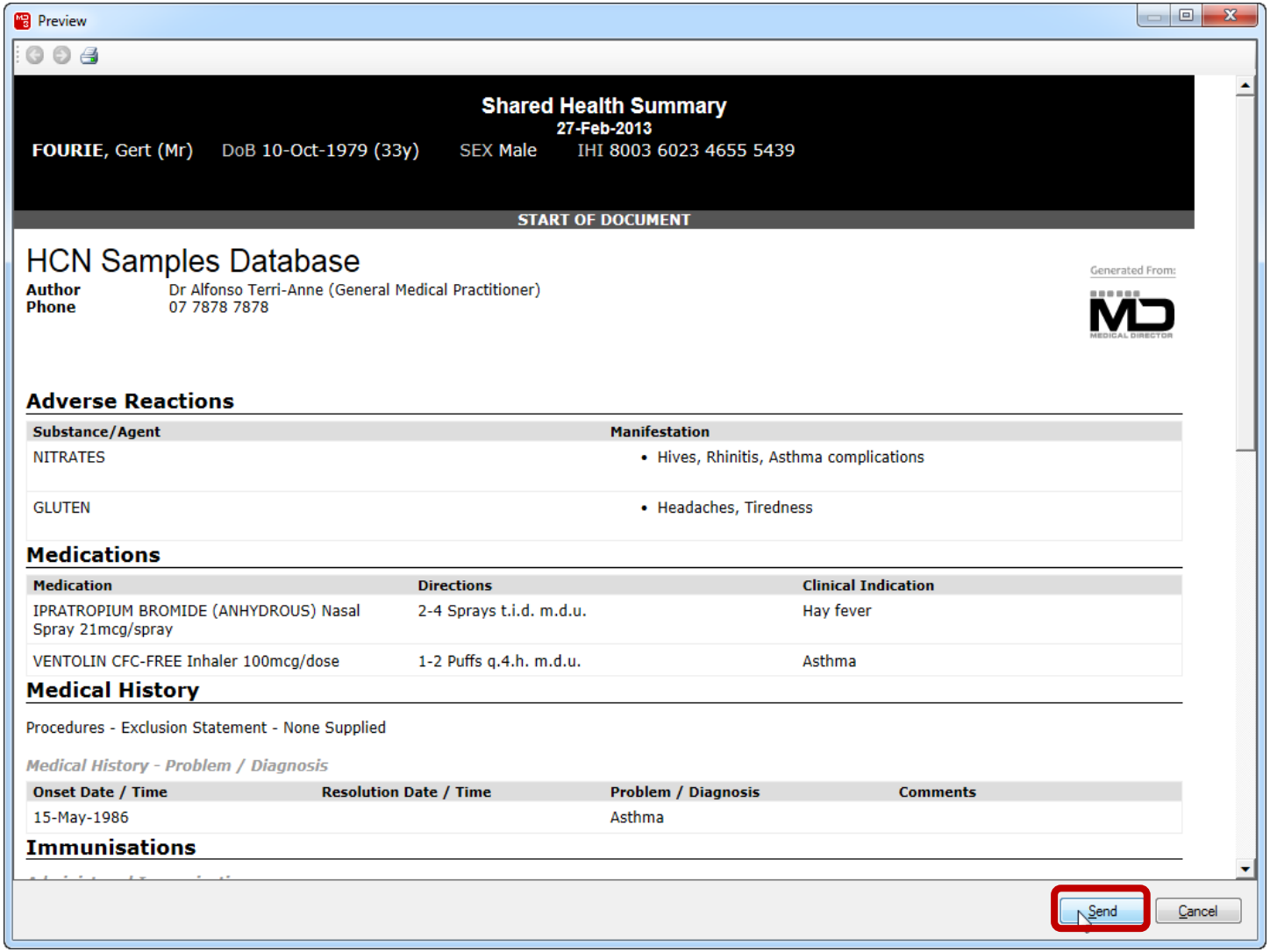
Over
20,000
shared health
summaries
uploaded
in one week!

ePIP

1. Integrating Healthcare Identifiers
2. Data Records and Clinical Coding
3. ePrescribing
4. Secure Messaging
5. Upload Shared Health Summaries to My Health Record for 0.5% of SWPE

(average of 5 health summaries per GP per quarter)

ePIP requirements


Preview
Shared Health Summary
27-Feb-2013
FOURIE, Gert (Mr) DoB 10-Oct-1979 (33y) SEX Male IHI 8003 6023 4655 5439
START OF DOCUMENT
HCN Samples Database
Author Dr Alfonso Terri-Anne (General Medical Practitioner)
Phone 07 7878 7878
Generated From:
Adverse Reactions
Substance/Agent
Manifestation
NITRATES
• Hives, Rhinitis, Asthma complications
GLUTEN
• Headaches, Tiredness
Medications
Medication
Directions
Clinical Indication
IPRATROPIUM BROMIDE (ANHYDROUS) Nasal Spray 21mcg/spray
2-4 Sprays t.i.d. m.d.u.
Hay fever
VENTOLIN CFC-FREE Inhaler 100mcg/dose
1-2 Puffs q.4.h. m.d.u.
Asthma
Medical History
Procedures - Exclusion Statement - None Supplied
Medical History - Problem / Diagnosis
Onset Date / Time
Resolution Date / Time
Problem / Diagnosis
Comments
15-May-1986
Asthma
Immunisations
Send
Cancel

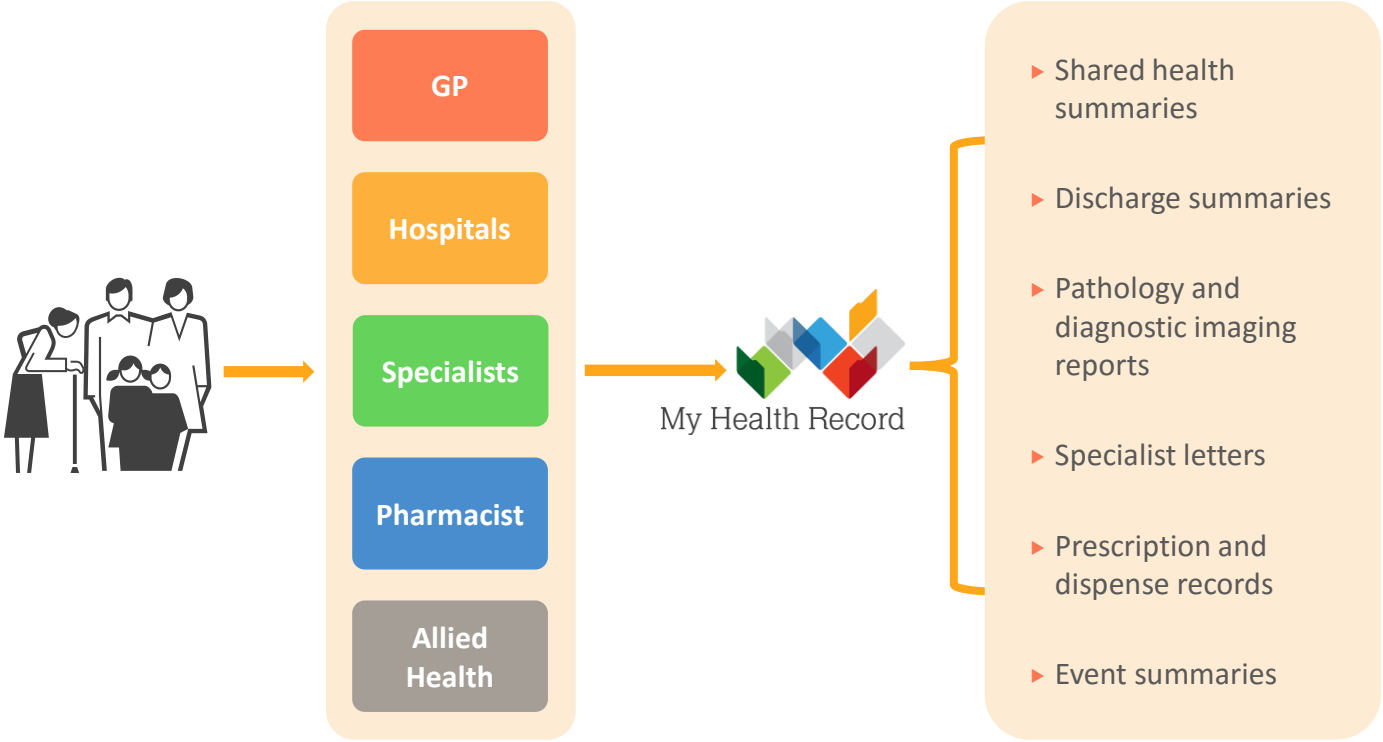
Access My Health Record via your clinical software

(or Provider Portal for those without conformant software)

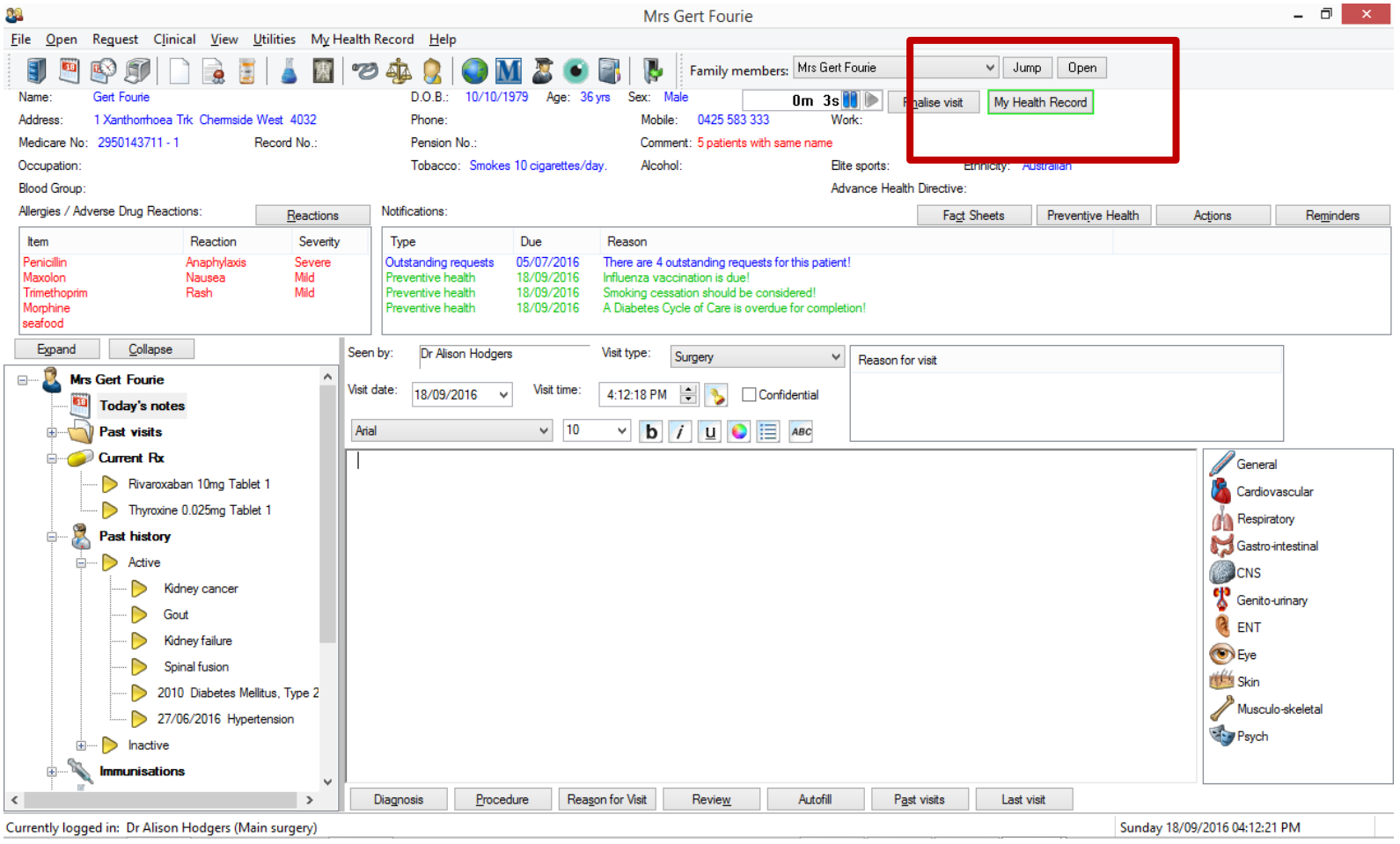
Check for conformant software here: https://www.digitalhealth.gov.au/using-the-my-health-record-system/digital-health-training-resources/guides/1038-registration-checklist-for-allied-health-organisations

What could you find in someone's My Health Record?

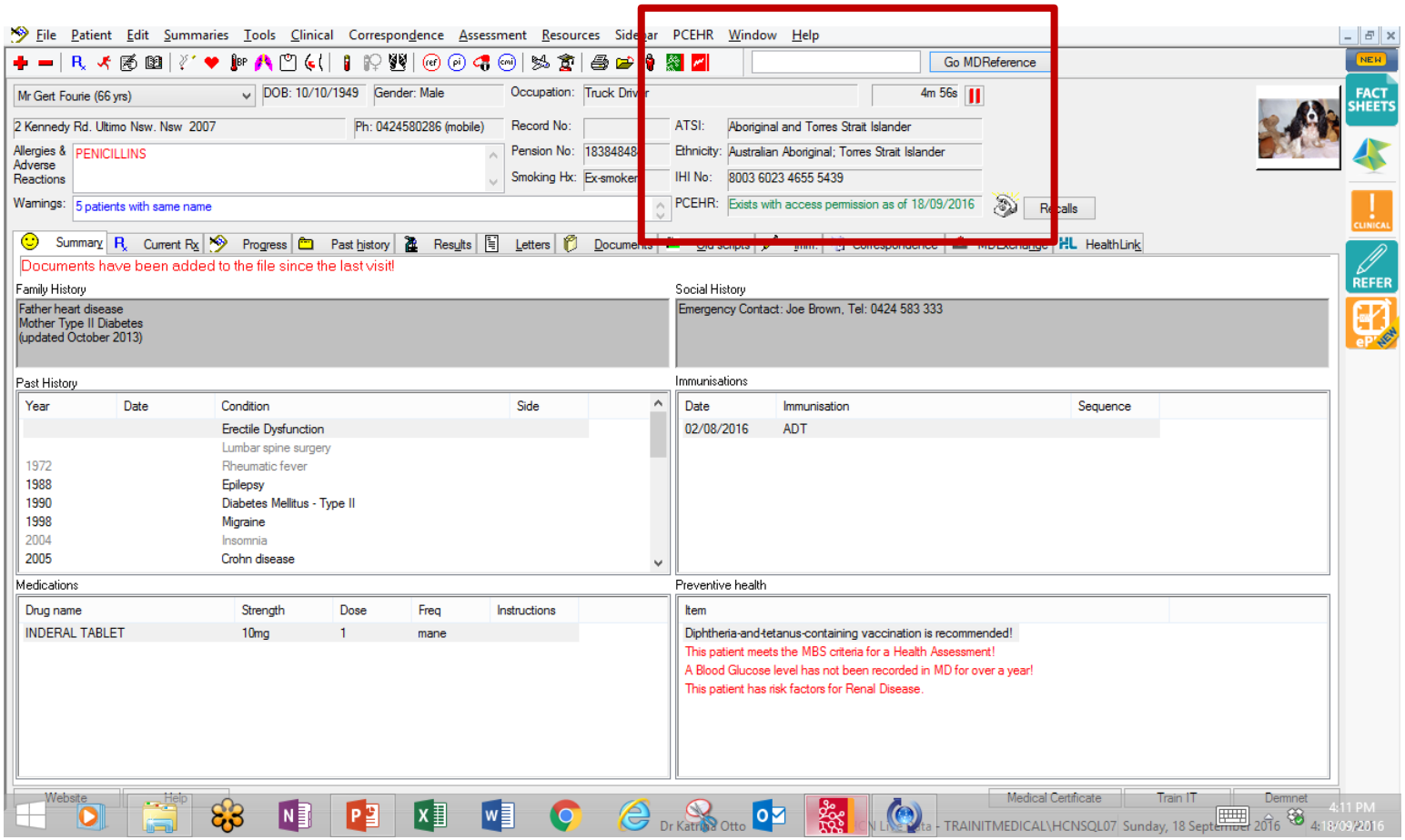
Uploaded by Healthcare Providers

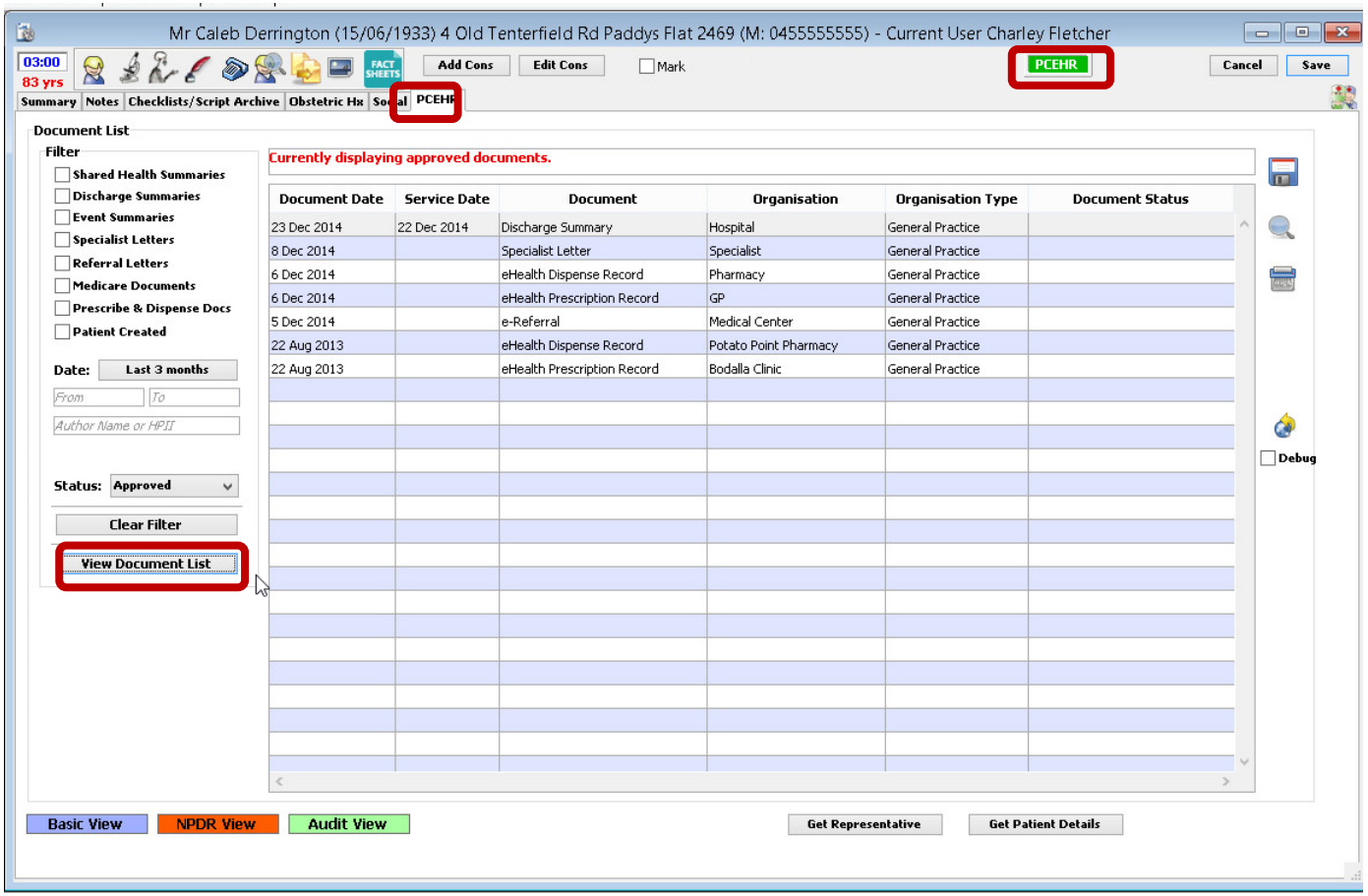


Bp Premier


Mrs Gert Fourie
File Open Request Clinical View Utilities My Health Record Help
Family members: Mrs Gert Fourie Jump Open
Name: Gert Fourie
D.O.B.: 10/10/1979 Age: 36 yrs Sex: Male
0m 3s
Finalise visit
My Health Record
Address: 1 Xanthorrhoea Trk Chermside West 4032
Phone:
Mobile: 0425 583 333
Work:
Medicare No: 2950143711 - 1
Record No.:
Pension No.:
Comment: 5 patients with same name
Occupation:
Tobacco: Smokes 10 cigarettes/day.
Alcohol:
Elite sports:
Ethnicity: Australian
Blood Group:
Advance Health Directive:
Allergies / Adverse Drug Reactions:
Reactions
Notifications:
Fact Sheets
Preventive Health
Actions
Reminders
Item Reaction Severity
Penicillin Anaphylaxis Severe
Maxolon Nausea Mild
Trimethoprim Rash Mild
Morphine
seafood
Type Due Reason
Outstanding requests 05/07/2016 There are 4 outstanding requests for this patient!
Preventive health 18/09/2016 Influenza vaccination is due!
Preventive health 18/09/2016 Smoking cessation should be considered!
Preventive health 18/09/2016 A Diabetes Cycle of Care is overdue for completion!
Expand
Collapse
Mrs Gert Fourie
Today's notes
Past visits
Current Rx
Rivaroxaban 10mg Tablet 1
Thyroxine 0.025mg Tablet 1
Past history
Active
Kidney cancer
Gout
Kidney failure
Spinal fusion
2010 Diabetes Mellitus, Type 2
27/06/2016 Hypertension
Inactive
Immunisations
Seen by: Dr Alison Hodgers
Visit type: Surgery
Reason for visit
Visit date: 18/09/2016
Visit time: 4:12:18 PM
Confidential
Arial
10
General
Cardiovascular
Respiratory
Gastro-intestinal
CNS
Genito-urinary
ENT
Eye
Skin
Musculo-skeletal
Psych
Diagnosis
Procedure
Reason for Visit
Review
Autofill
Past visits
Last visit
Currently logged in: Dr Alison Hodgers (Main surgery)
Sunday 18/09/2016 04:12:21 PM

MedicalDirector
CLINICAL




Mr Caleb Derrington (15/06/1933) 4 Old Tenterfield Rd Paddys Flat 2469 (M: 0455555555) - Current User Charley Fletcher
03:00
83 yrs
Add Cons
Edit Cons
Mark
PCEHR
Cancel
Save
Summary
Notes
Checklists/Script Archive
Obstetric Hx
PCEHR
Document List
Filter
Shared Health Summaries
Discharge Summaries
Event Summaries
Specialist Letters
Referral Letters
Medicare Documents
Prescribe & Dispense Docs
Patient Created
Date:
Last 3 months
From
To
Author Name or HPII
Status:
Approved
Clear Filter
View Document List
Currently displaying approved documents.
Document Date
Service Date
Document
Organisation
Organisation Type
Document Status
23 Dec 2014
22 Dec 2014
Discharge Summary
Hospital
General Practice
8 Dec 2014
Specialist Letter
Specialist
General Practice
6 Dec 2014
eHealth Dispense Record
Pharmacy
General Practice
6 Dec 2014
eHealth Prescription Record
GP
General Practice
5 Dec 2014
e-Referral
Medical Center
General Practice
22 Aug 2013
eHealth Dispense Record
Potato Point Pharmacy
General Practice
22 Aug 2013
eHealth Prescription Record
Bodalla Clinic
General Practice
Debug
Basic View
NPDR View
Audit View
Get Representative
Get Patient Details

Benefits & Learning from NT experience

1. Gradual evolution towards critical mass

2. Becoming embedded into routine clinical & administrative workflow

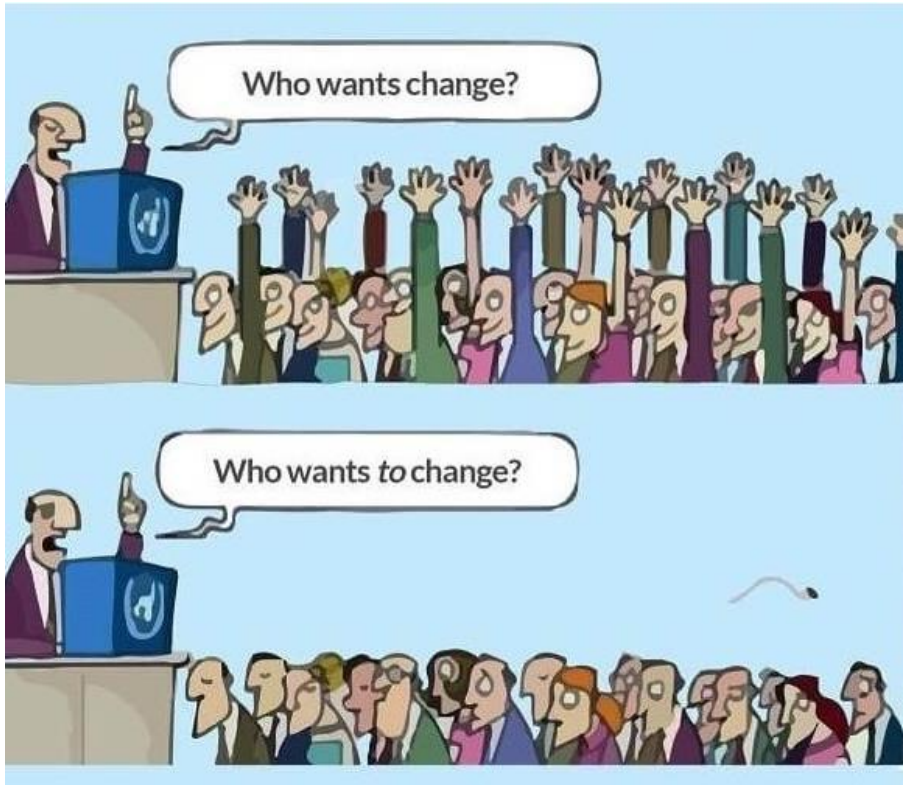
PCEHR Review & Changes

Found broad support for a national shared health record.

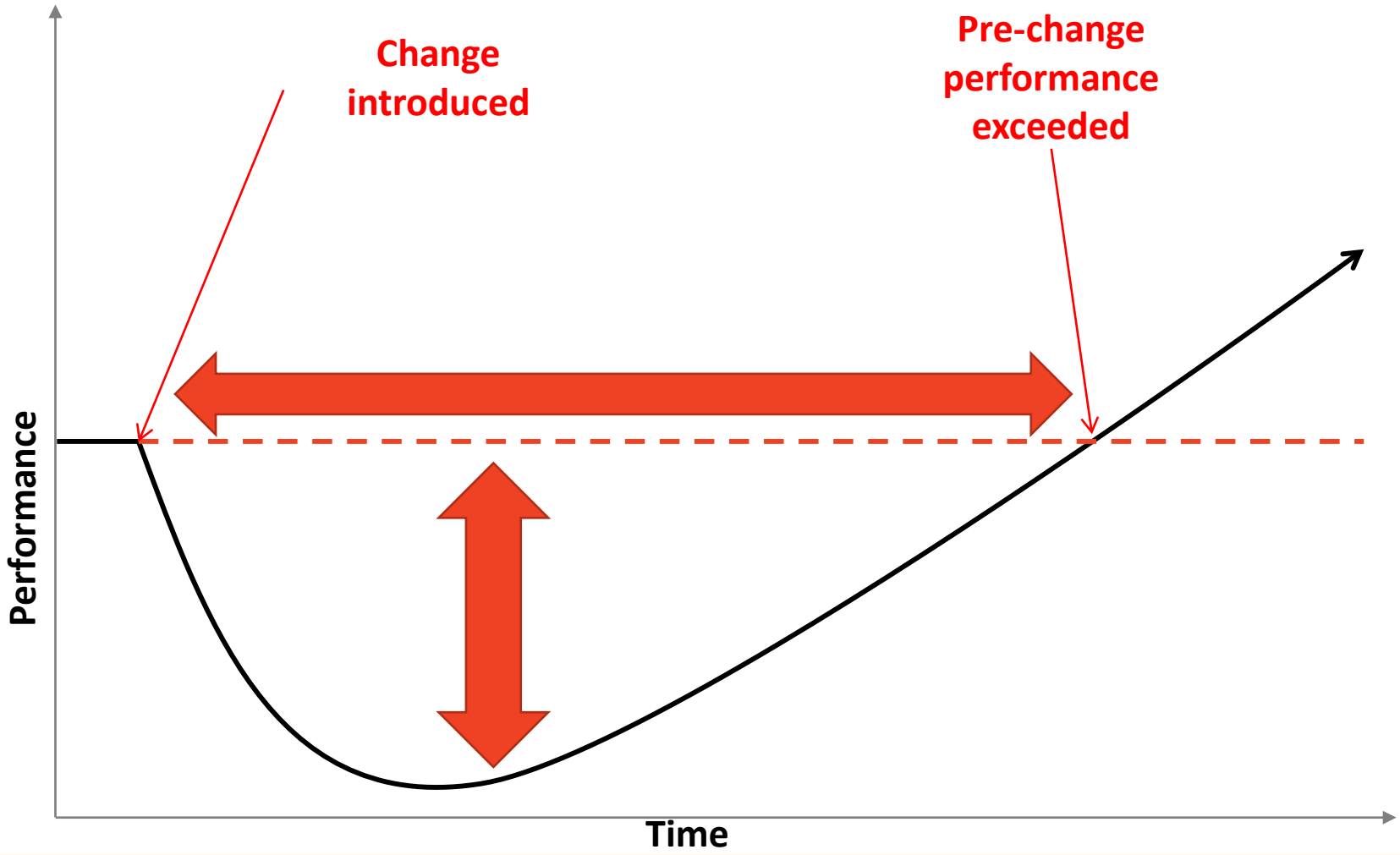
Made 38 recommendations for increasing uptake and use, including:

- rename to My Health Record
- strengthened governance arrangements
- improved usability and increased clinical
- education and training for healthcare providers
- **revised GP incentives**
- **implementation of “opt-out” nationally**

Leading Change

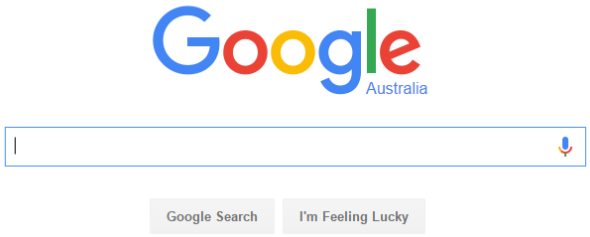


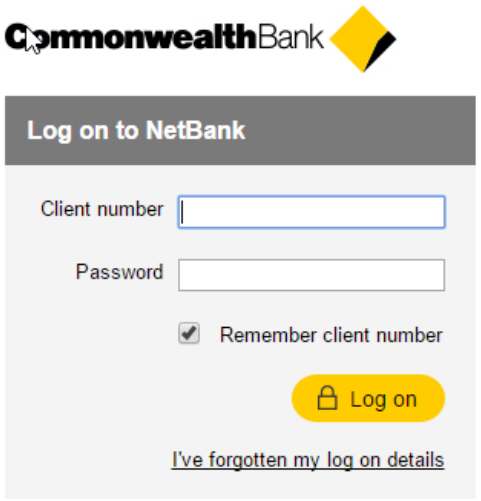
Watch our recorded Webinar on Change Management Strategies for Practice Managers:
https://www.digitalhealth.gov.au/using-the-my-health-record-system/digital-health-training-resources/webinars/1104-webinar-6-change-management-strategies



Manage Change with positivity

*Remind everyone of those change **success** stories*





It is a new era!

Support with further learning:

www.digitalhealth.gov.au
www.myhealthrecord.gov.au

Next Steps

1. Staff to complete the (free) eLearning modules on the My Health Record system: https://myhealthrecord.e3learning.com.au
2. Download the 'guides' for your software'
   https://www.digitalhealth.gov.au/using-the-my-health-record-system/digital-health-training-resources/guides
3. Watch the software demonstration for your software
   https://www.digitalhealth.gov.au/using-the-my-health-record-system/digital-health-training-resources/software-demonstrations
4. Practise in the 'On-Demand' Training Environment
   https://www.digitalhealth.gov.au/using-the-my-health-record-system/digital-health-training-resources/on-demand
5. Register your patients.
6. View and upload health summaries.

Training Environment

On Demand Training Environment: Log on anytime and practise with a ‘test’ patient.

https://www.digitalhealth.gov.au/using-the-my-health-record-system/digital-health-training-resources/on-demand

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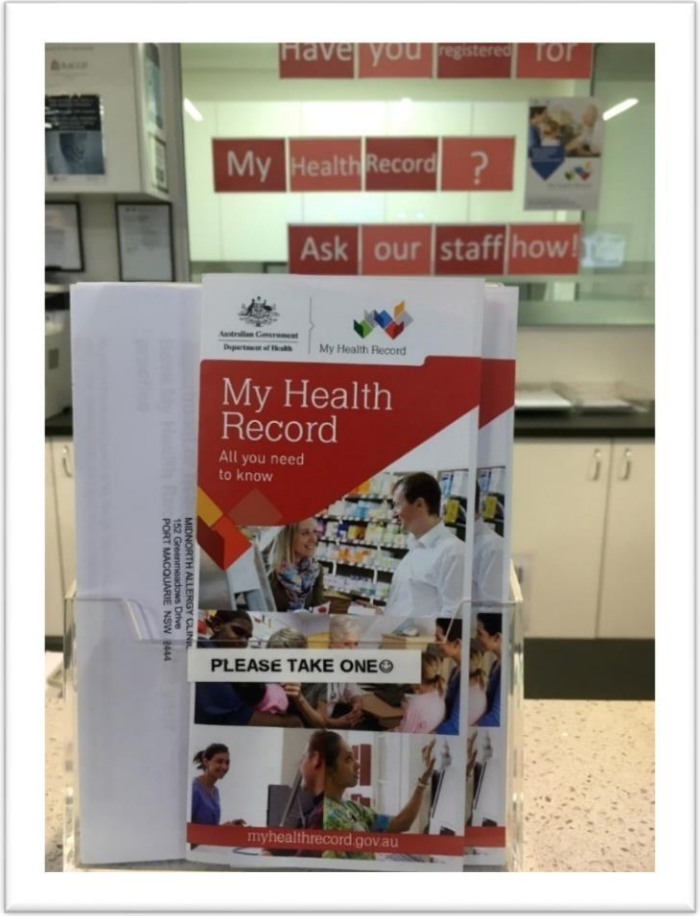
Are you regularly registering patients?



Photos taken at Greenmeadows Medical, Port Macquarie, NSW

Watch our recorded Webinar to see how other practices have successfully implemented a Practice Workflow for Registering Patients https://www.digitalhealth.gov.au/news-and-events/events/1142-webinar-designing-a-workflow-for-registering-patients-for-a-my-health-record

5 Tips for success for Practice Managers

1. Train staff so they are prepared for conversations
2. Design a workflow that works for your practice eg. Who registers etc.
3. Write a dialogue with your staff so they know what to say to patients.
4. Educate patients via patient forms / TV screens / website.
5. Focused approach for patients at risk or with chronic conditions.

How do you educate your patients?

A team approach

1. Practice Managers write the policy & train staff
2. Receptionists register patients
3. Registrars & nurses may be able to help clean up data
4. GP, Nurses, Registrars, Aboriginal Health Practitioners can upload.

Contact the Agency

Help Centre:	**1300 901 001**
	8am-6pm Monday to Friday
Email:	**help@digitalhealth.gov.au**
Website:	**www.digitalhealth.gov.au**
Twitter:	**https://twitter.com/AuDigitalHealth**

Thank you!

Hope to see you again soon…

Katrina Otto

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