Change Management Strategies

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Poll Question:

Are you currently using the My Health Record system?

Yes/No

Learning Objectives

1. Discuss change management strategies

2. Develop tools to lead change

3. Find the motivators that work for your team

4. Prepare your practice for the future

5. Implement quality improvement activities

6. Analyse lessons learnt from Great Southern Project & NT shared eHealth record system.

Poll Question:

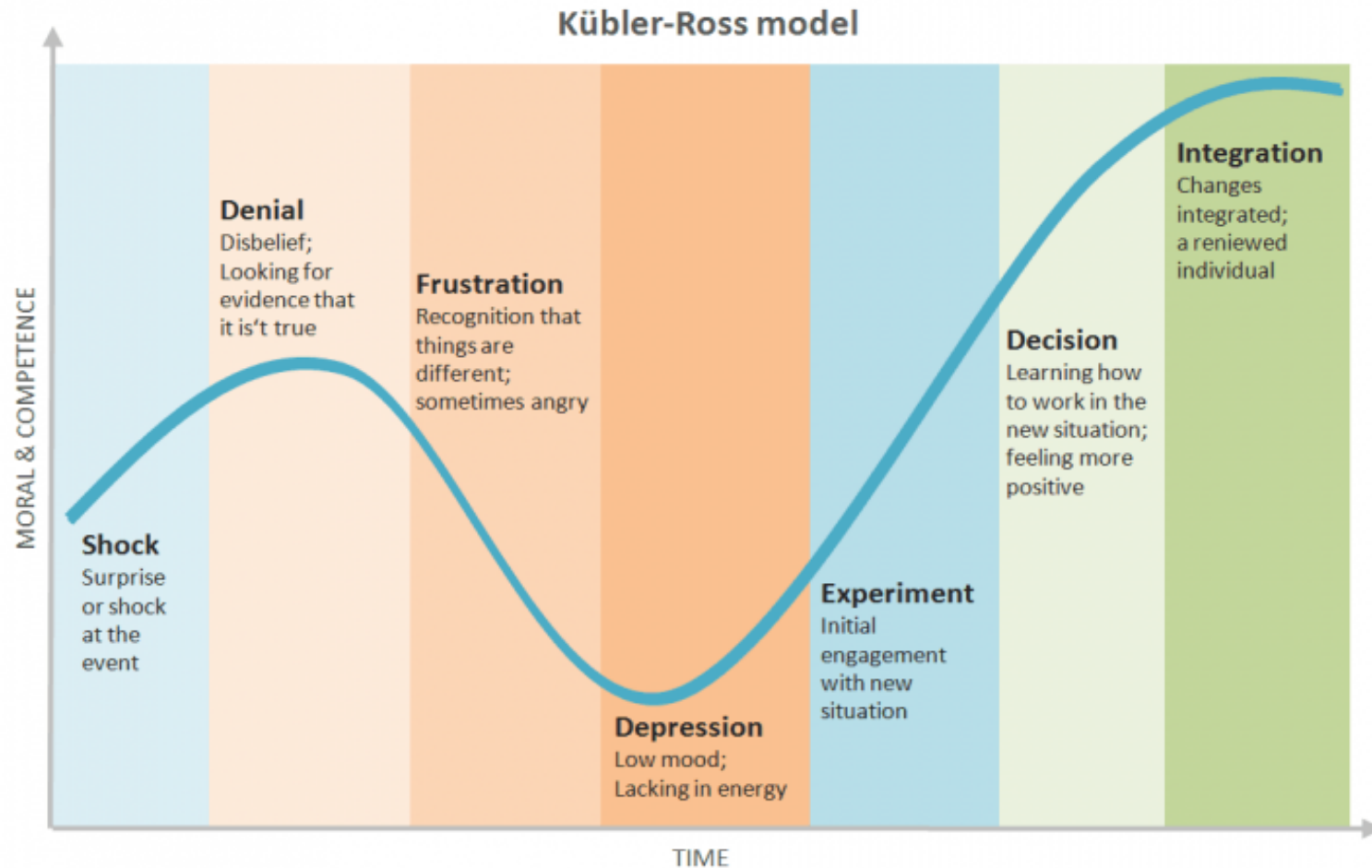Who thinks that being told they have to do something a different way is the best thing that could ever happen to them?
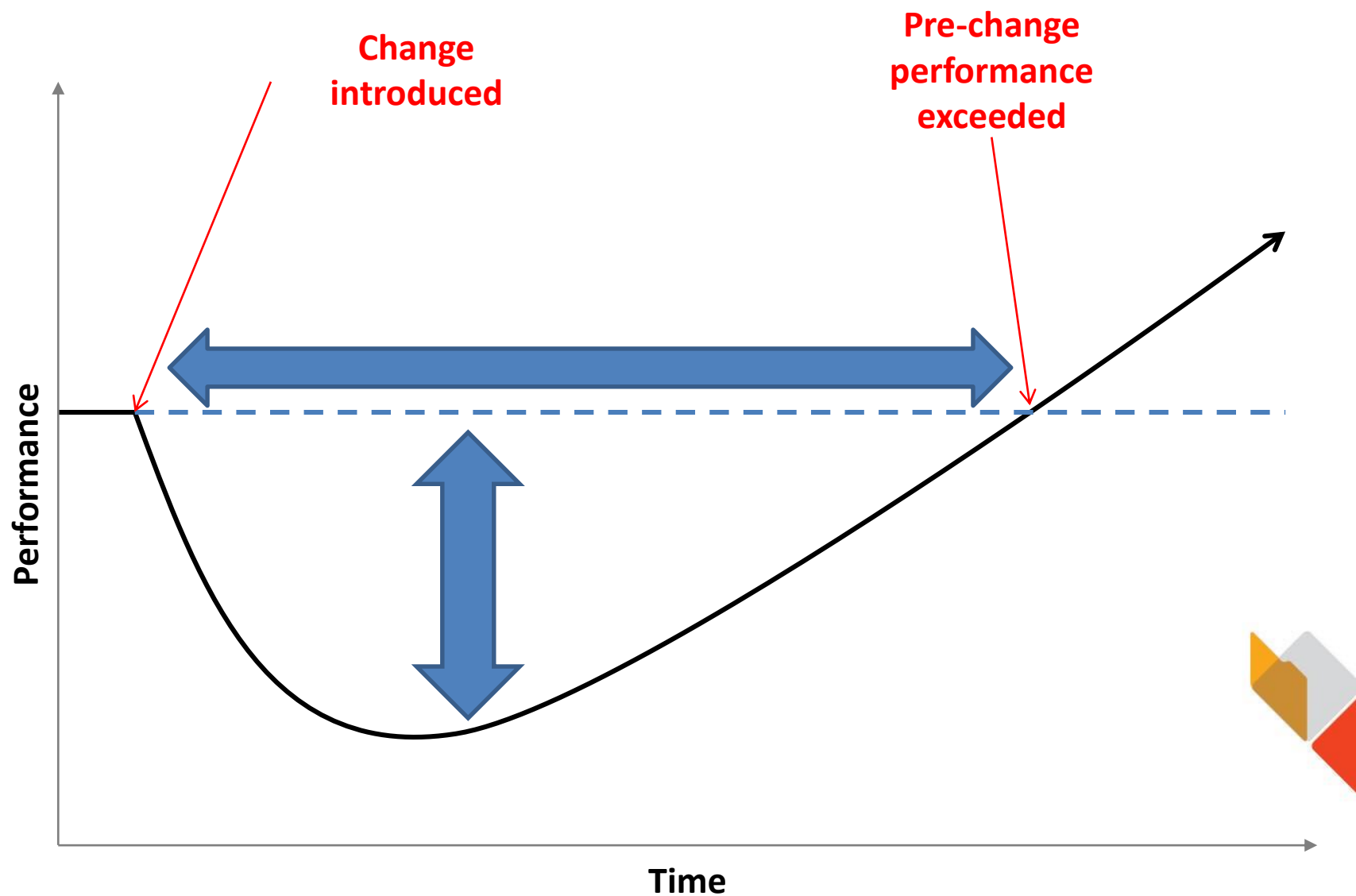
1. Change Management Strategies

RESISTANCE IS FUTILE

People experience change

Kübler-Ross model

What change management achieves

Change introduced

Pre-change performance exceeded

Performance

Time

Managing Transformational Change

- Create a sense of urgency

- Form a powerful guiding coalition

- Create a vision

- Communicate the vision

- Empower others to act on the vision

- Plan for and create short-term wins

- Consolidate improvements and produce still more change

- Institutionalise new approaches

Devised by Professor John Kotter - http://www.kotterinternational.com/the-8-step-process-for-leading-change/

2. Leading Change

Poll Question:

Have the other people in
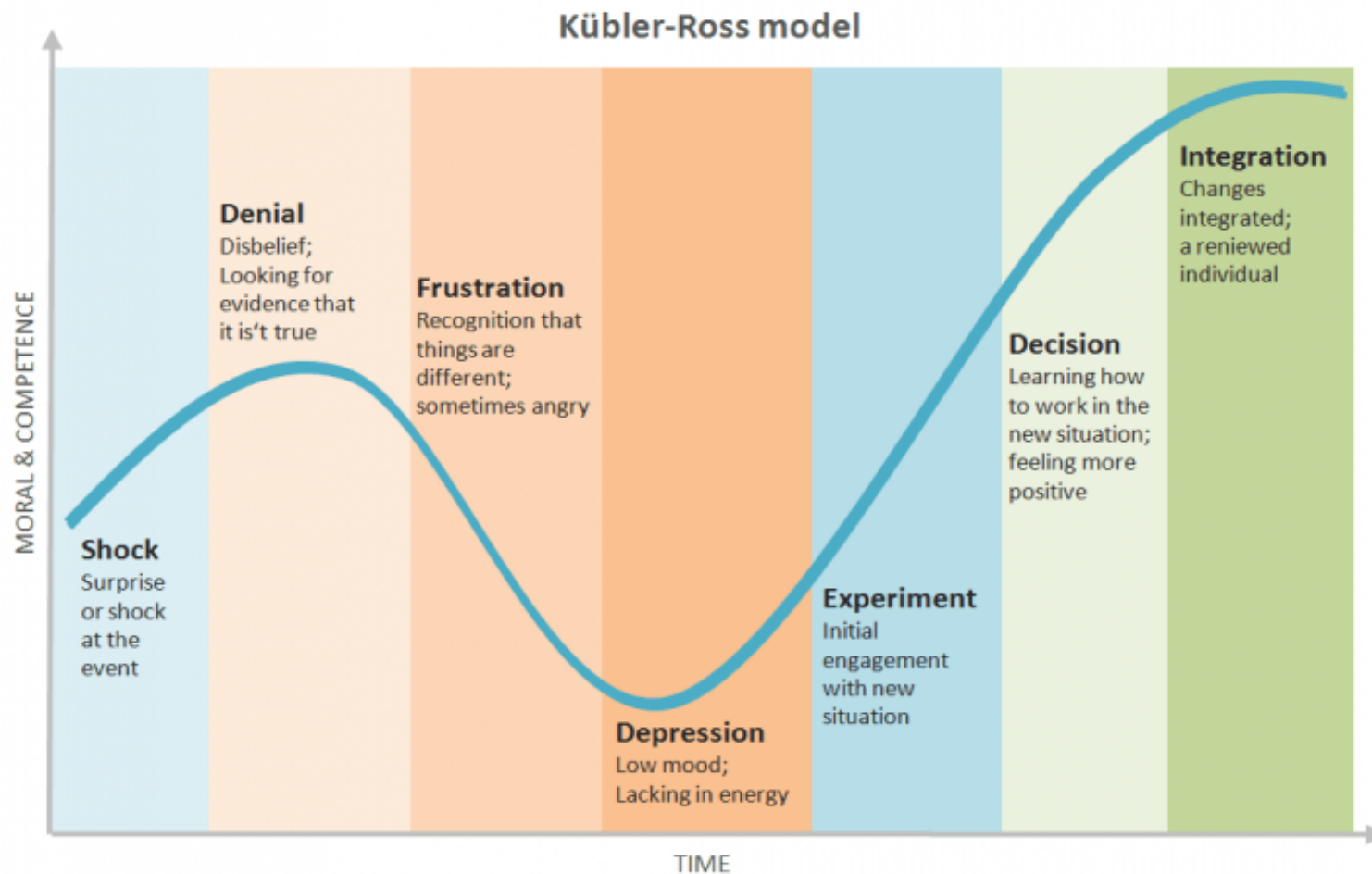your practice ever done
anything that did not
make sense to you?

Understanding the challenge

Photo Copyright Jorge Albanese

AIRLINERS.NET

The view from the top

Kübler-Ross model

3. Find benefits/motivators that work for *your* team

- ? Financial

- ? Time

- ? Risk minimisation

- ? Patient demand

Poll Question:

What have you found to

be motivators that work

for your staff?

Digital Health Incentive Payment

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**

ePIP

New: -   Upload requirement per quarter starting 1 May 2016

4. Prepare your practice for the future

- Progressive practices cannot ignore the digital health revolution.

- Increasingly competitive world for practices, we have to keep up!

- Promote your practice as modern and keeping up with digital health and the most progressive health tools.

- Focus on the success stories & link to next change eg:

  Medicare Online, eftpos terminals, online banking, electronic pathology results, online appointments.

IT ALWAYS SEEMS
IMPOSSIBLE UNTIL
IT'S DONE.

Nelson Mandela

Manage Change with positivity

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

It is a new era!

Patient view of their My Health Record

Search

Need help? Can't find what you're looking for?
Help line: 1800 723 471

Australian Government
Department of Health

My Health Record

Welcome to
My Health Record

My Health Record is a secure online summary of your health information. You can control what goes into it, and who is allowed to access it. You can choose to share your health information with your doctors, hospitals and other healthcare providers.

Want to know more?

- Visit our frequently asked questions;
- Find out about the benefits of having a record;
- Learn more about privacy and security; or
- View the latest My Health Record statistics.

👤 Register

Register yourself or register your children for a My Health Record.

📝 Setup online access

If you have an IVC or if this is the first time you have accessed your My Health Record.

Prepare for success

- Training is important!

- Upskill yourself so you feel confident.

- Think of training as a process not an event.

- Provide a *variety* of training opportunities for **all** staff.

- Encourage a super-user on your admin team.

- Find a champion doctor in your practice.

- Have the answers ready – you know they'll ask!

- Source reliable information for your answers

  – we don't know what we don't know!

Training Environment

On Demand Training Environment:
Log on anytime and practise with a 'test' patient.
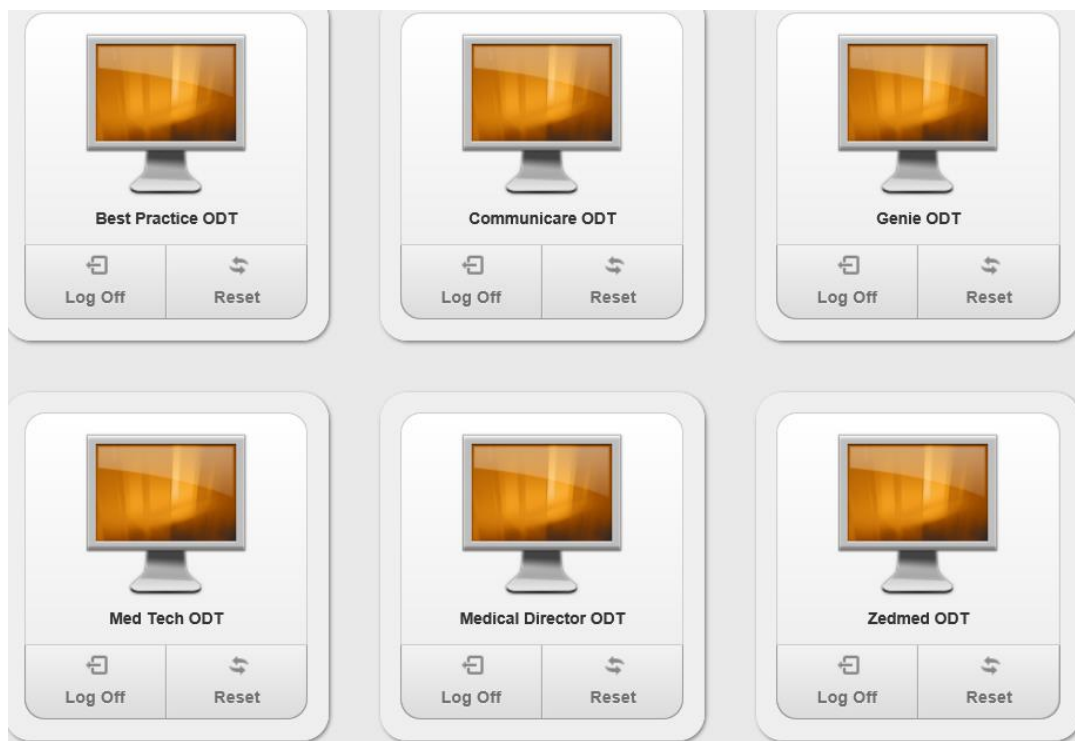
Poll Question:

What are your main

barriers to increased use

of the My Health Record

system?

5. Implement quality improvement activities

What are *your* barriers?

What are *your* strategies?

Data Quality checklist

1 **Demographics** – are the contact details up-to-date?
- Double-click on the patient's telephone number to check & update details ☐

2 **Medication** List – is the Current Meds list accurate?
- Right click to delete/cease medications no longer relevant (they can then be found in the Old/Past Scripts thereafter)
- If none, tick No medications ☐

3 **Past History** List – does it contain only significant conditions that a hospital or specialist would need to know?
- Right click to edit, delete or add new
- If none, tick No significant past history (PMH) box ☐

4 **Allergies** – have you also recorded adverse reactions?
- Double-click in allergies box and Add, Edit, Delete
- If none, tick No Known Allergies/Adverse Reactions/Nil Known ☐

5 **Immunisations** – have immunisations been recorded? ☐

5. Implement quality improvement activities

❖ Quality Improvement project (for accreditation) on data quality.

❖ Practice Management monthly reporting on stats.

❖ Promote a culture of healthy competition with data quality

❖ Promote a progressive culture with digital health usage.

6. Lessons Learnt

But, benefits can only be realised through change ....

.... And change can only be sustained by realising benefits

6. Lessons Learnt from NT Experience

1. Gradual evolution towards critical mass

2. Becoming embedded into routine clinical and **administrative** workflow

NEHTA, "MyEHR to National eHealth Record Transition Impact Evaluation," National E-health Transition Authority Ltd, 10 Jul 2015. [Online]. Available: http://www.nehta.gov.au/get-started-with-ehealth/ehealth-benefits/case-studies/northern-territory/918-myehr-to-national-ehealth-record-transition-impact-evaluation

Evaluation of NT
Feedback from clinicians:

It took 5 and half years of continual and sustained change effort in NT before tipping point occurred.

Now providers rely on a shared record service as a mechanism to overcome the fragmentation of health information.

"I've been obsessive with MeHR since it first came in because of everything I can see. It saves you so much trouble, so much time." **GP**

"Without the MeHR you couldn't have made the same decision" **Registered Nurse & Midwife**

Evaluation of NT eHealth showed strong evidence of benefits attributable

Increases access to health information

Reduces time spent sourcing information

→

Supports clinical decision making

→

Increases provider and consumer confidence

Improves continuity of care

→

Increases capacity to deliver population-based primary health care

"The amount of information as it built up, built the clinicians' confidence in using it."

Department Director

Dual adoption approach –
connected community complimented by
national coordination

6. Lessons Learnt – Great Southern

Connecting a Community

✓ Relationships with Practice Managers.

✓ Team meeting in each practice to discuss appropriate workflow.|

✓ Encourage a super-user on the nursing and admin teams.

✓ Find a champion GP in the practice.

✓ Network & share success stories – what's worked at other practices?

✓ Practice Nurse & Practice Managers Community group meetings.

✓ Community awareness/events.

6. Lessons Learnt – Great Southern

Training is Important!

- ✓ Provide training for **all** staff, not just doctors.

- ✓ Mixture of face-to-face and online training & support.

- ✓ Prepare dialogue for reception staff & role-play until confident

- ✓ Encourage use of 'On-Demand' Training Environment.

- ✓ Embed assisted registration into practice processes.

- ✓ Have a variety of information resources available.

- ✓ Embed into process eg change templates and forms, prompt

6. Lessons Learnt

A positive Practice Manager can make all the difference!

Questions?

Where to get help?

- **Call the NEHTA Help Centre on 1300 901 001** or email help@nehta.gov.au

- Visit **www.myhealthrecord.gov.au** for information on the My Health Record system and promotional resources

- View the **Software Demonstrations** on the NEHTA website http://www.nehta.gov.au/for-providers/ehealth-support-tools/software-demonstrations