Train IT Medical
Leading Your Practice Into The Digital Future

phn EASTERN MELBOURNE
An Australian Government Initiative

My Health Record
Enablement

Presented by Katrina Otto
Train IT Medical Pty Ltd
www.trainitmedical.com.au

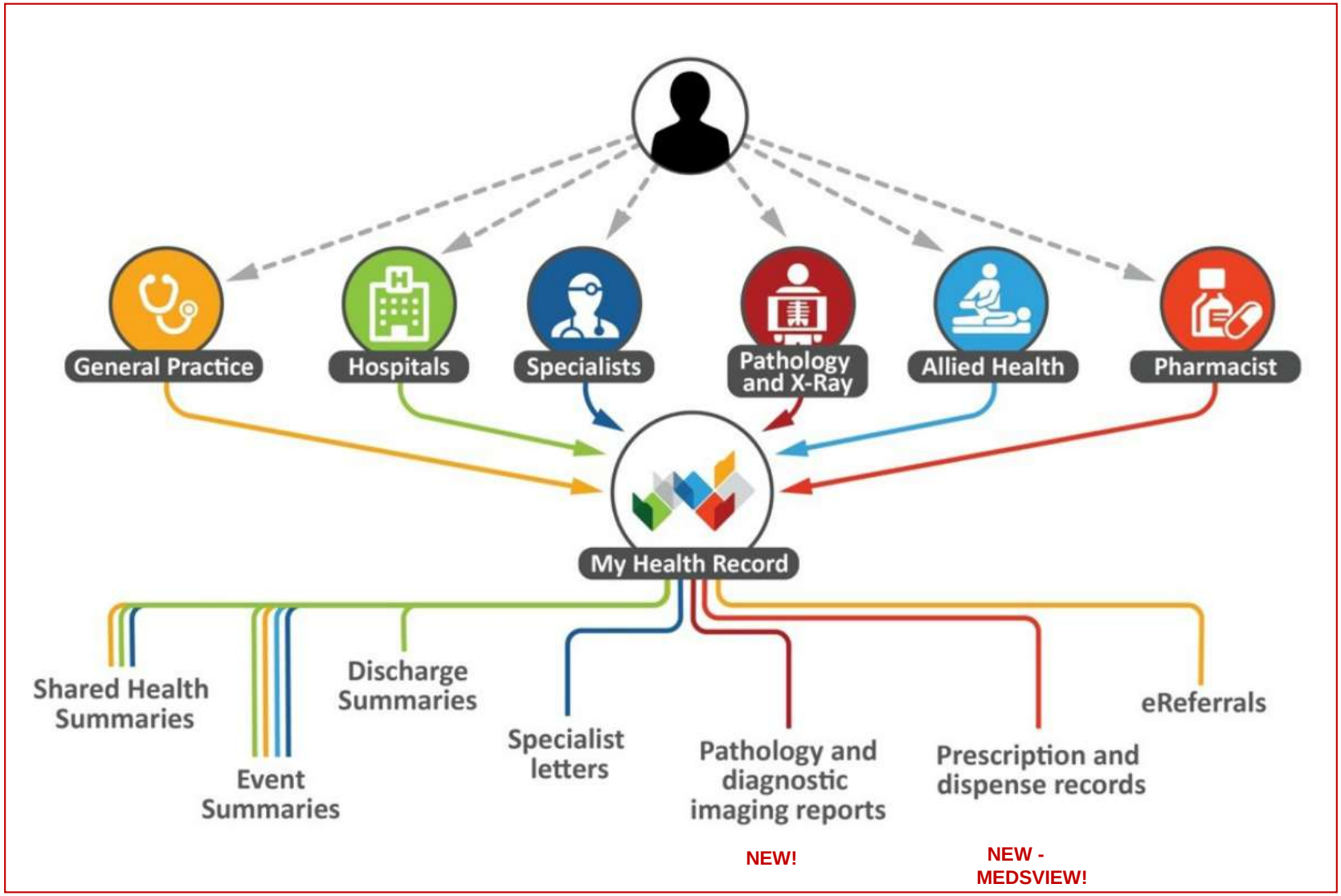
katrina@trainitmedical.com.au

Learning Objectives:

1. Develop an understanding of changes to My Health Record and third party tools available to patients and clinicians for improved sharing of quality clinical data.
2. Use software as a tool for practice improvements and data analytics.
3. Identify ways to ensure compliance with standards for essential demographic and clinic al data entry.
4. Design a systematic approach to data quality improvements.

“30% of GPs have accessed a patient’s health information through My Health Record that would not have otherwise been available to them.

RACGP, February 2019



www.digitalhealth.gov.au

www.myhealthrecord.gov.au

New Stronger My Health Record Privacy Laws

Watch the youtube your patients may see: https://youtu.be/BusMRjuHlhk

My Health Records Amendment (Strengthening Privacy) Bill 2018

These changes:

- Allow people to permanently delete their records.
- Prohibit by law access for insurance or employment purposes.
- Strengthen privacy for teenagers 14 years and over.
- Strengthen protections for people at risk of family and domestic violence.
- Require law enforcement and other government agencies to produce an order from a judicial officer to access information in a My Health Record.

Read more.

Improve health outcomes

Improve revenue

Improve relationships

Improve data

"..use consistent **coding** of diagnoses.....so that continuous improvement of clinical care and patient outcomes can be achieved."

Essential Data for safe handover of care for your patient

My Health Record

eReferral Specialist

Clinical handover Prevent near misses

Patient-Centred Medical Neighbour hood/ Health Care Home

[Download the 'Data Quality' Checklist]

– GP Consultation Checklist

Workflow & Minimum Clinician Data Entry

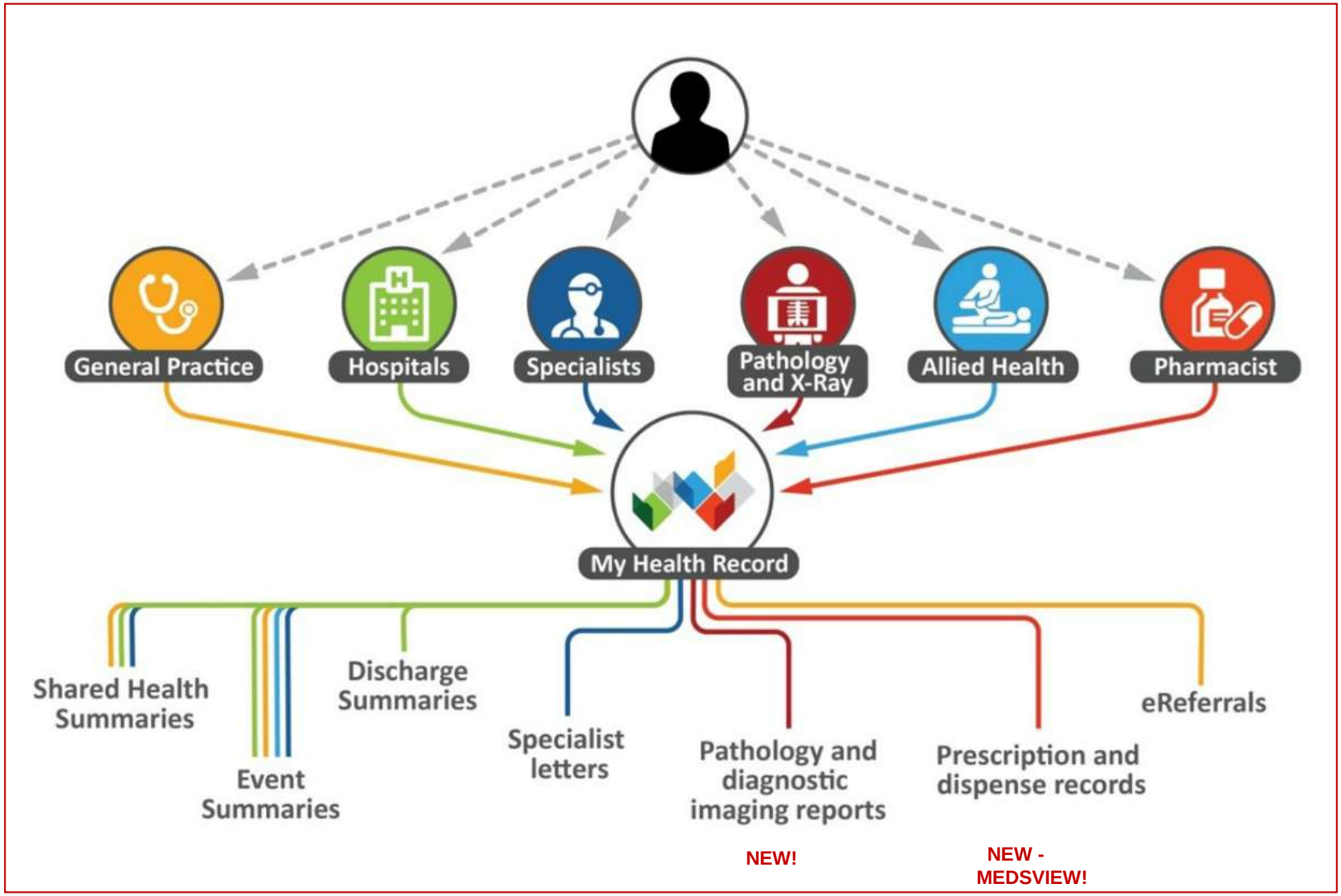
- Review previous consultation notes ☐
- Review or collect history ☐
- Current Medications ☐
- Recent side effects/allergies ☐
- Check Result/Documents and MARK AS NOTIFIED ☐
- Examination & Management ☐
  (enter all observations BP, pulse etc in correct fields)
- Findings/Diagnosis ☐
- Patient Education ☐
- Add/Remove Recall or make next appointment ☐
- Reason for contact ☐
- MBS item/voucher ☐

Final step – do I need to update SHS and send to My Health Record?

Standard 1.3 “Expect to Share”

“Health Professionals should expect to share their health information with colleagues and with patients to facilitate safe and effective health care”

RACGP Quality Health Records in Australian Primary Healthcare



www.digitalhealth.gov.au

www.myhealthrecord.gov.au

My Health Record

Practise in the ‘On Demand’ test environment

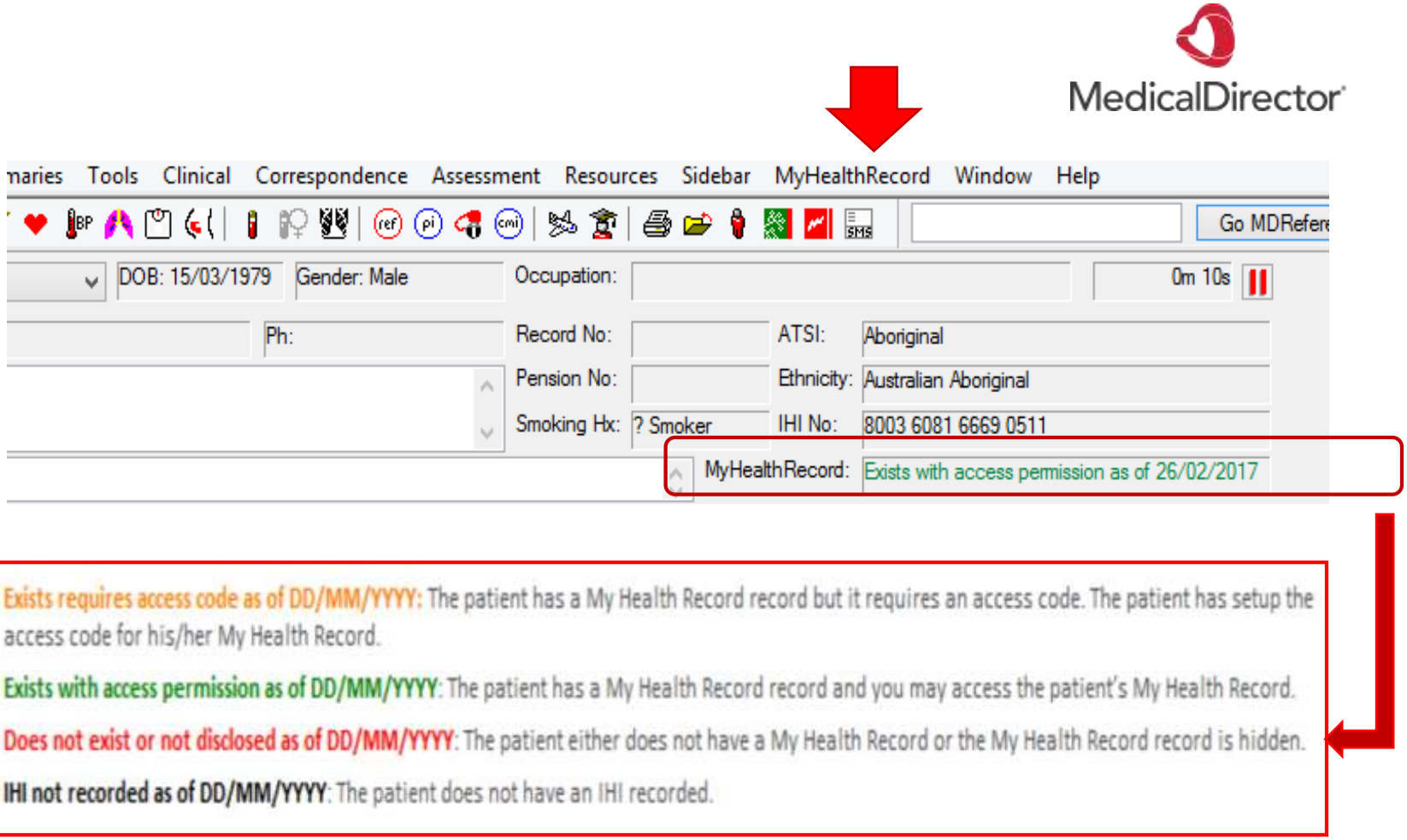
See what My Health Record looks like from a consumer perspective.

Go to On Demand Training Environnment

Most of your patients will now have a My Health Record

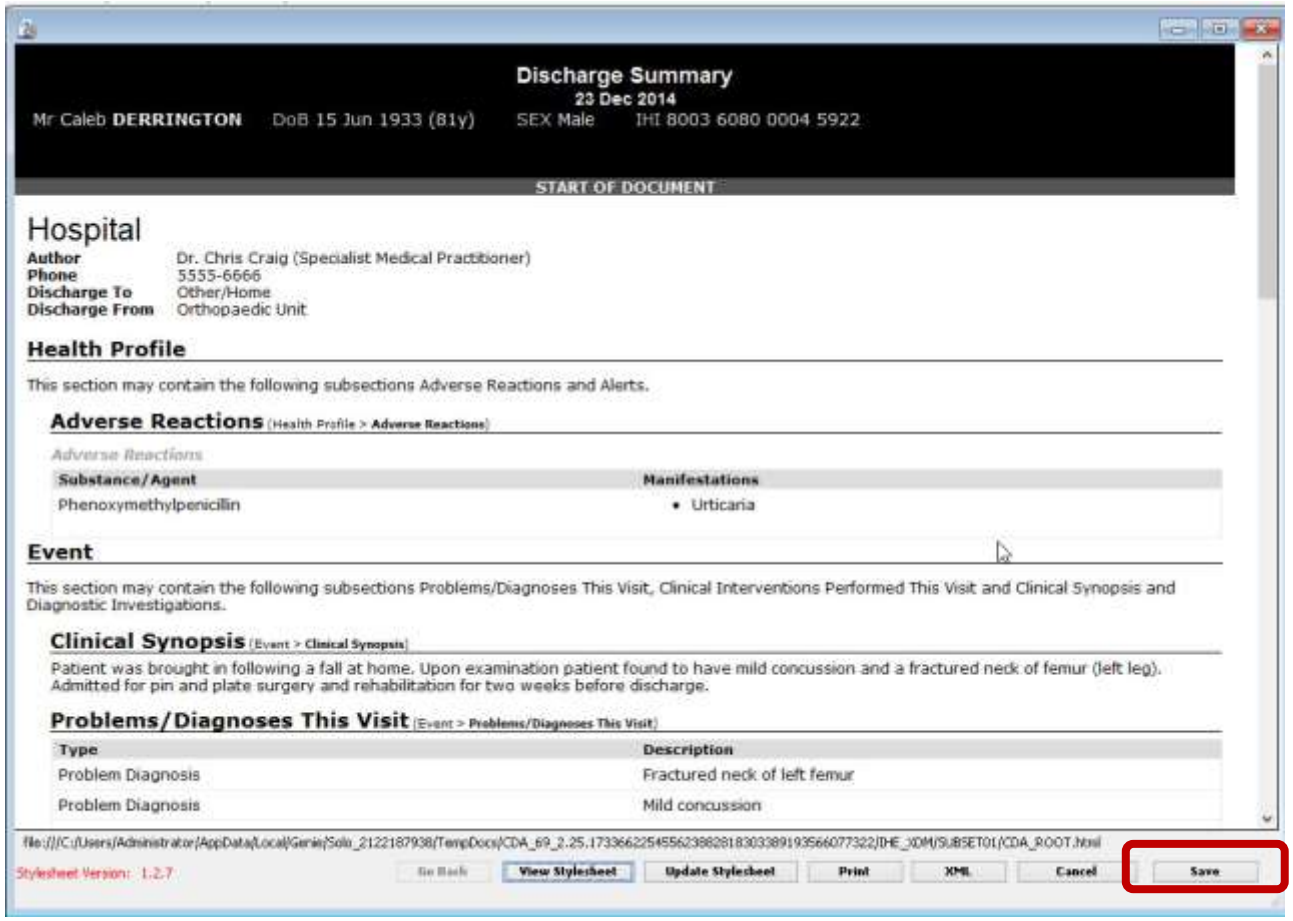
Bp Premier

View your patient's My Health Record



Access information

eg Discharge Summary or Health Summary

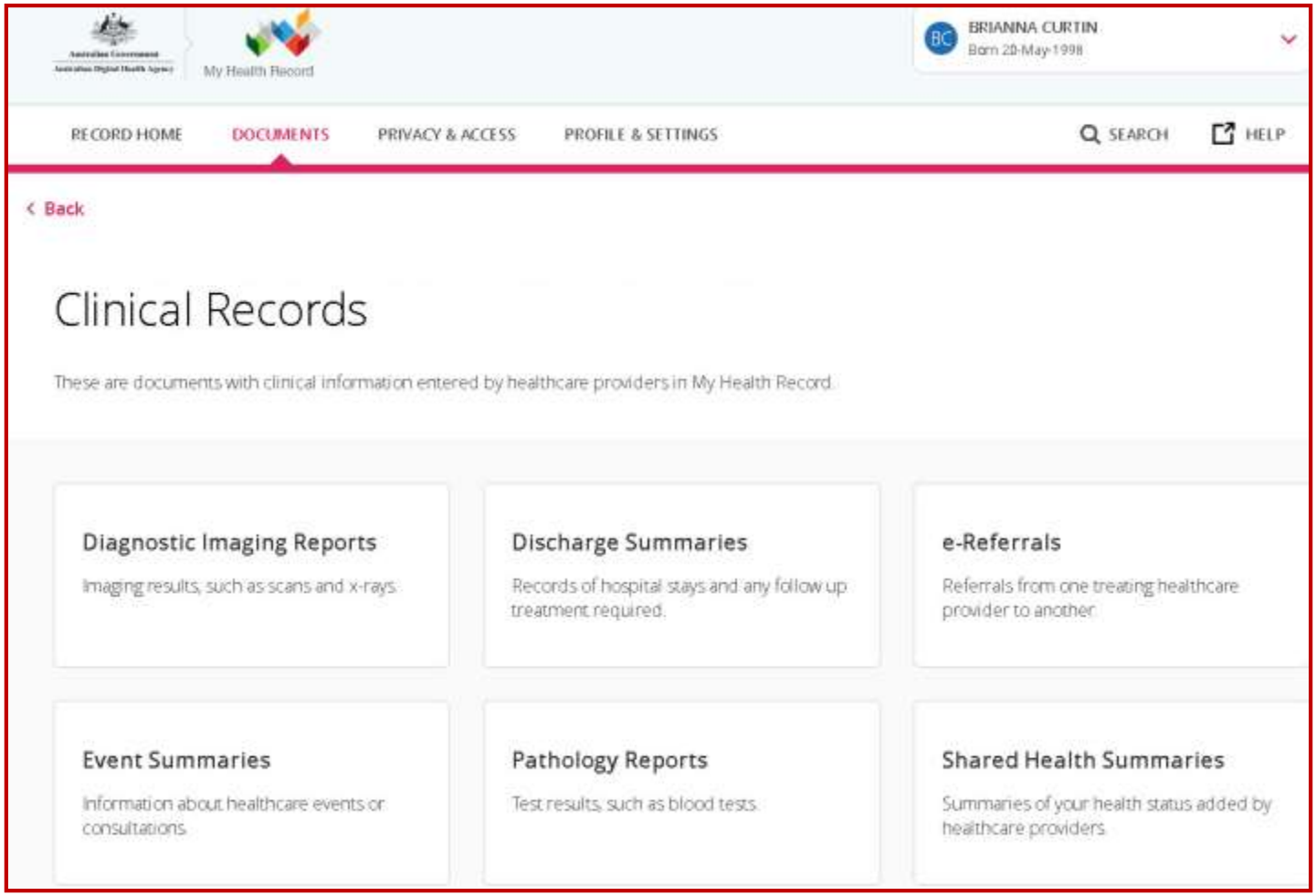


Access information eg MBS info

Medicare Services - MBS and DVA Items

Date	Number	Description	Service Provider	In Hospital?
26 Oct 2018 11:00+1100	0069333	Urine Examination	IAN CHAMBERS	No
26 Oct 2018 11:00+1100	0000023	CONSULTATION AT CONSULTING ROOMS - LEVEL 'B'.	CAROLINE ROGERS	No
19 Oct 2018 11:00+1100	0055113	M-MODE and 2 DIMENSIONAL real time Echocardiographic examination of the Heart from	GEORGE RUDAN	No
19 Oct 2018 11:00+1100	0010910	COMPREHENSIVE INITIAL CONSULTATION - PATIENT IS LESS THAN 65 YEARS OF AGE	COLLEEN SKIFFINGTON	No
18 Oct 2018 11:00+1100	0000036	CONSULTATION AT CONSULTING ROOMS - LEVEL 'C'.	CAROLINE ROGERS	No
18 Oct 2018 11:00+1100	0073070	HPV test for Cervical Screening - liquid based specimen.	IAN CHAMBERS	No

Privacy Controls and Patient View



My Health Record – Medicines Preview

Available medicines in this My Health Record - sorted by Date
22 Nov 2017

Caleb **DERRINGTON** DoB 15 Jun 1933 (84y) SEX Male IHI 8003 6080 0004 5922

Allergies and Adverse Reactions
Penicillin, Penicillins

Medicines Preview
22-Nov-2017 (now)

Shared Health Summary
22-Nov-2017 (now)
Author: Dr Terrance Walker
Own Organisation
tel:04555555555

No Discharge Summary found

[Back to top] [<<] First [<<] Previous [Help]

Medicines Preview - Latest Documents - sorted by descending event date.
22-Nov-2017 (now)

Source/Author	Date	Medicine - Active Ingredient(s)	Medicine - Brand	Directions
Event Summary by Own Organisation	22-Nov-2017 (now) changed		Monodur 120mg Tablet	1 Tablet Daily for 0
Shared Health Summary by Own Organisation	22-Nov-2017 (now)		Actonel EC 35mg Tablet	1 Tablet Once a week for 0
			Avanza 30mg Tablet	1 Tablet Before bed for 0
			Avapro HCT 300/12.5 300mg;12.5mg Tablet	1 Tablet Daily for 0
			Crestor 20mg Tablet	1 Tablet Daily for 0
			Madopar 200mg;50mg Tablet	1 Tablet Three times a day for 0
			Monodur 120mg Tablet	1 Tablet Daily for 0

Navigation panel

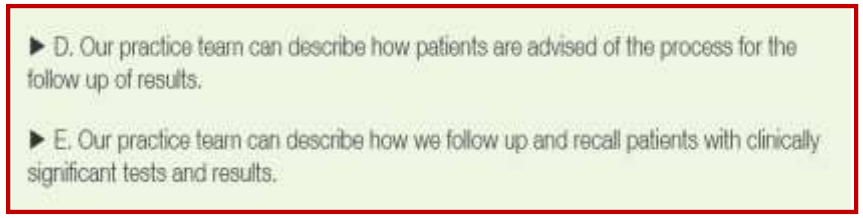
Provides access to each section within the view and also to the most recent Shared Health Summary and Discharge Summary (if available).

The blue underlined hyperlinks can be used to navigate between the sections

Prepare for patients seeing their own results

Now might be a good time to start to explain to your patients:

- doctors will still receive results first. Detail your practice process for follow-up.
- just because a result is marked red/'abnormal'/outside the value range doesn't mean the result is not normal for them.
- just because a result is marked 'normal' doesn't mean further discussion or investigations are not necessary.
- patients can let the doctor know if they do not want a specific result uploaded to their My Health Record.



▶ D. Our practice team can describe how patients are advised of the process for the follow up of results.

▶ E. Our practice team can describe how we follow up and recall patients with clinically significant tests and results.

www.racgp.org.au

Factsheet: Pathology Reports for Clinicians

Quality patient information

Lab Tests Online AU
EXPLAINING PATHOLOGY

https://www.labtestsonline.org.au

Inside Radiology

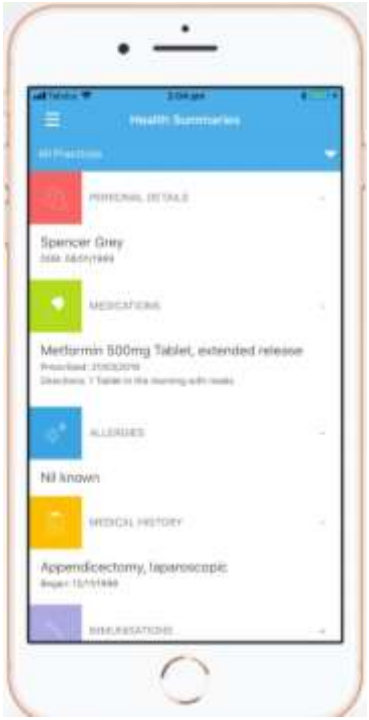
https://www.insideradiology.com.au/

Apps that connect to My Health Record:

https://myhealthrecord.gov.au/internet/mhr/publishing.nsf/Content/appconnect

Sharing, timesaving NEW technology – BEST HEALTH APP

Bp Premier



Evidence has shown that ***quality improvement activities lead to positive change in practices****,*

particularly when a ***whole practice team*** *approach is adopted****.***

Accreditation: Quality Improvement (QI) Module

Criterion QI1.1 – Quality improvement activities

Indicators

QI1.1►A Our practice has at least one team member who has the primary responsibility for leading our quality improvement systems and processes.

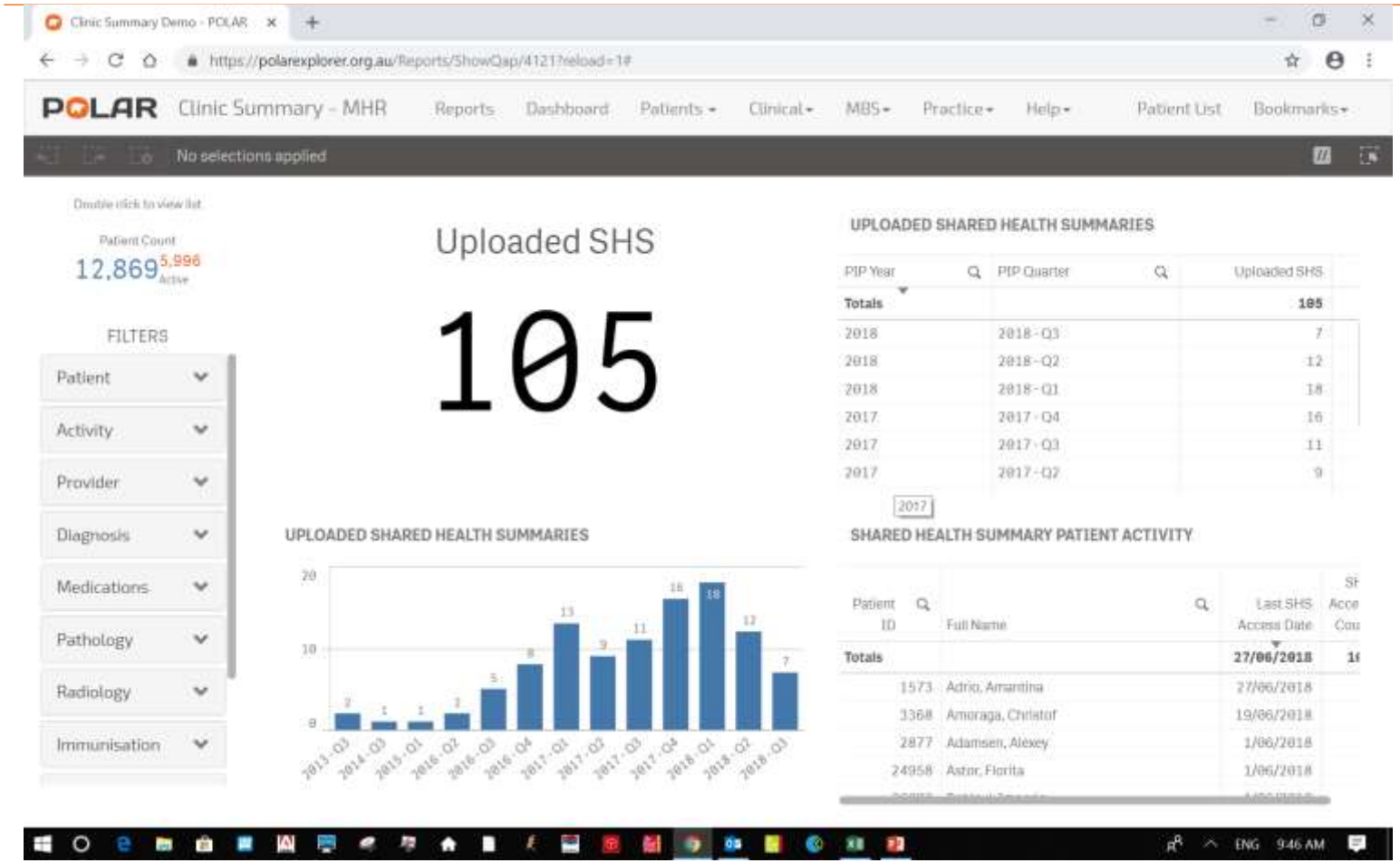
QI1.1►B Our practice team internally shares information about quality improvement and patient safety.

QI1.1►C Our practice seeks feedback from the team about our quality improvement systems and the performance of these systems.

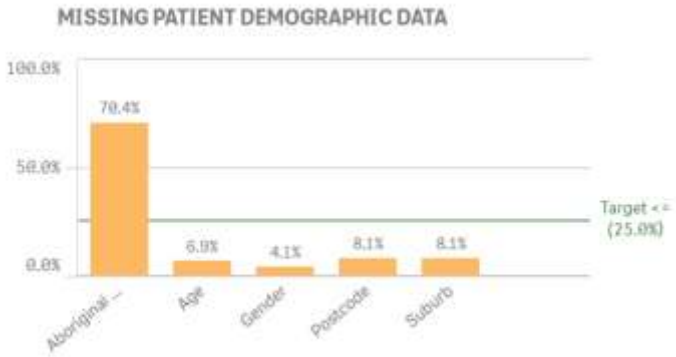
QI1.1►D Our practice team can describe areas of our practice that we have improved in the past three years.

https://www.racgp.org.au/download/Documents/Standards/5th%20Edition/racgp-standards-for-general-practices-5th-edition.pdf

My Health Record Report

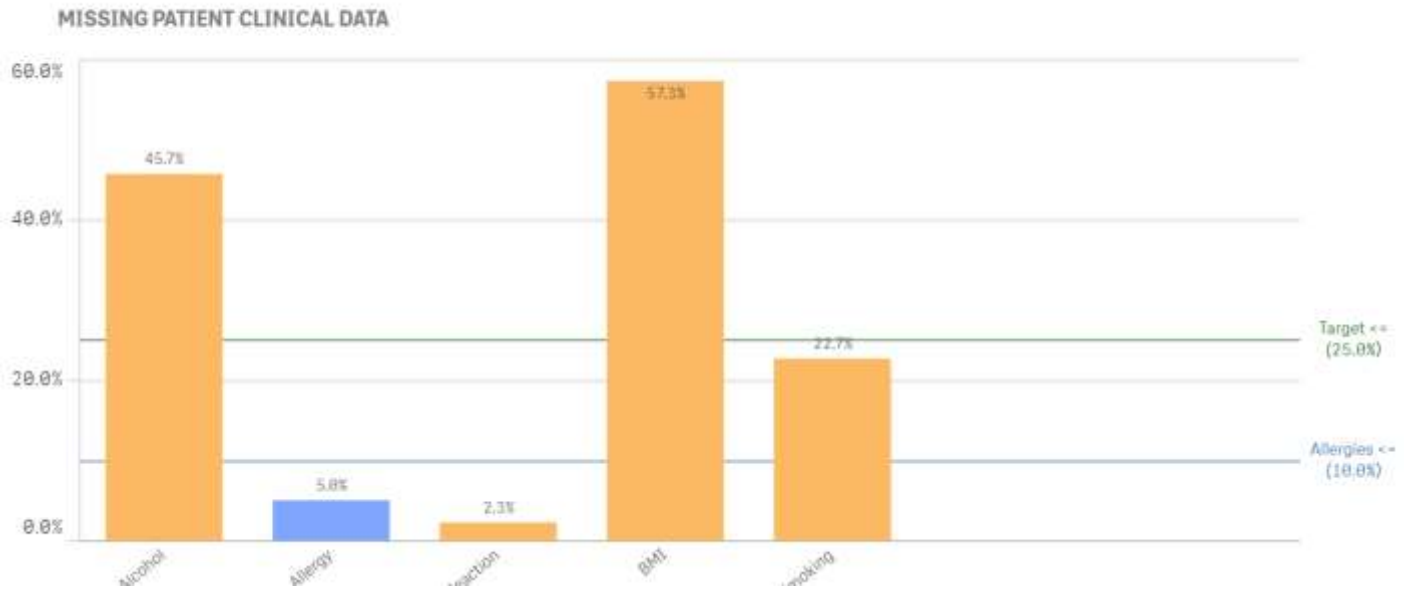


Data Quality Reports



Missing Demographic and Clinical data

Accreditation compliance



	Whole Practice	GP 1	GP 2	GP 3	GP 4	GP 5	GP 6	GP 7	GP 8	GP 9
1. Allergy Recorded										
Total population	13697	2488	1996	921	1718	1839	936	604	686	43
Nothing recorded	28.8%	16.4	36.5	28.1	51.2	9.4	21.5	24.3	4.1	30.2
Active population	9576	1866	1628	684	1192	1445	795	397	514	30
Nothing recorded	17.7	29.5	28.5	19.7	39.9	4.2	13.8	14.9	01.0	10.0
2. Gender not recorded										
Total population	141	28	11	13	21	6	12	5	6	0
Active population	35	5	2	3	11	2	7	0	3	0
3. Smoking – nothing recorded										
Active population over 16 (Active (3x > 2 years)	27%	15.7	63.9	60.4	76.4	11.5	44.6	41.0	21.2	39.7
4. Recording of ATSI patients										
Total population	0	0	0	1	0	0	0	0	0	0
Active population (Active (3x > 2 years)	1	0	0	1	0	0	0	0	0	0
5. Diabetes Prevalence										
Total population	3.5%	2.9	2.8	1.4	8.8	5.1	2.5	1.2	4.2	4.7
Active population (Active (3x > 2 years)	4.6%	3.8	3.2	1.9	11.7	6.2	2.9	1.8	5.5	6.7
Diabetics 65+, 8+ medications	60.9 %	61.4	74.2%	50%	77.8%	63.6%	81.3%	60%	62.5%	100%
Diabetics 65+, 5+ medications	90.9%	88.7	93.6%	83.4%	92.9%	90.8%	100%	80%	75%	100%
6. Diabetes "at risk" *										
40-49 year olds	94	5	2	3	0	12	2	1	2	0
50+ year olds	288	29	55	6	8	131	10	6	17	1

PDSA/QI sample related to clinical coding

What is our GOAL (what are we trying to accomplish)	**Raise Awareness of Clinical Coding** ▪ Code diagnoses ▪ Enter reason for visit ▪ Enter for reason for medication ▪ Maintain updated allergy detail
What measures will we use? (i.e. data)	**Data Extradition Tools e.g. Pen CAT**
What ideas can we use? (how are we going to achieve our goal)	*List ideas here to work on in table below* Start a Quality improvement folder Team meeting Attend education e.g. webinars / face to face sessions Post-education follow-up team discussion GP & RN team review of clinical documentation (opportunistic or planned) Pen CAT / Polar Data Quality Audit

IDEAS	PLAN How will we do it – who, what, where and when?	DO Did we do it	STUDY What happened?	ACT What is our next step?
1.				
2.				
3.				
4.				
5.				

Brainstorm ideas as a team

IDEAS	PLAN How will we do it – who, what, where and when?	DO Did we do it	STUDY What happened?	ACT What is our next step?
1.				
2.				
3.				
4.				
5.				

MANAGING COMPLEX CHANGE

VISION

+

SKILLS

+

INCENTIVES

+

RESOURCES

+

ACTION PLAN

= CHANGE!

Extra Resources

RACGP

RACGP Standards for General Practices 5th edition
Using Data for Better Health Outcomes

PIP eHealth Incentive

Australian Digital Health Agency & My Health Record

New legislation
My Health Record: Frequently Asked Questions
Importance of Data Quality
Data Cleansing & Clinical Coding
Data Quality Checklist
My Health Record Opt-out

Train IT Medical

Data Aggregation using Pen Clinical Audit Tools (blog)
Cancer Screening & Prevention – Free Resources (blog)
5 Steps to Data Quality Success (blog)
Pen CAT4 summary sheet

Other

CAT4 Recipes
'A quality improvement tool for primary health care' Crossland, Upham, Janamian and Jackson

Learning Resources

PRODA/HPOS

EMPHN – PRODA Login and Linking to Services

EMPHN – Online NASH Certificate Request Process

DHS – Link your PRODA Account to HPOS

PRODA E-Learning

PRODA Registration

POLAR

Confluence - Resources for POLAR (Login Required)

IT ALWAYS SEEMS
IMPOSSIBLE UNTIL
IT'S DONE.
Nelson Mandela

Thank you for inviting me

katrina@trainitmedical.com.au

Twitter: trainitmedical

Facebook: trainitmedical

www.trainitmedical.com.au
Access more free practice resources & blog posts
Subscribe to my blog

Keep in touch! With best wishes, Katrina Otto