HealtheNet for Greater Western Sydney

PART OF THE NATIONAL eHEALTH STRATEGY

HealtheNet for GWS Program Initiatives

- **eDischarge Summary** – facilitating effective continuity of care in the community

- **Clinical Repository** – a portal to patient information, no matter where it resides, and a gateway to the national PCEHR

- **eBlue Book** – a simple, mobile way of accessing and updating child health information

- **GP Shared Health Summaries** – sharing primary care information with extended healthcare teams.

The national Personally Controlled Electronic Health Record (PCEHR) system will deliver many benefits to patients and health professionals by improving information sharing between hospitals, community health, General Practitioners (GPs) and consumers - closing the primary-acute care loop.

HealtheNet for Greater Western Sydney (GWS) is one of the 'lead site' programs underway across Australia, working towards integration with the national PCEHR system.

The Program is being delivered via a collaborative consortium consisting of eHealth NSW, Nepean Blue Mountains Local Health District (LHD), Western Sydney LHD, The Children's Hospital at Westmead, Western Sydney and Nepean Blue Mountains Medicare Locals, and a range of industry partners.

Improving communication and patient care

Over time, healthcare providers have moved from paper to electronic record keeping. As of 2006, 90 per cent of general practices in Australia were using clinical management systems. This information in general practice and within hospitals largely resides in 'silos', limiting broader healthcare team access to information where and when it's needed.

As a result, patient tests may be repeated, decisions regarding treatment may be delayed and there is a risk of dangerous medication conflicts.

The HealtheNet for GWS Program aims to break down these information barriers, giving all providers immediate access to up-to-date information about a patient's recent health history, ultimately improving communication and patient care.

The Program, in consultation with clinical and management staff, health interest groups, associations and consumers, will deliver several key eHealth solutions – an eDischarge Summary and Shared Health Summary for General Practitioners, Clinical Portal and Repositories for NSW Health clinicians and an eBlue Book for child health professionals and parents.

While of benefit to all patients, aged Australians, those with complex and chronic disease, mothers and their children, and Indigenous and culturally and linguistically diverse (CALD) populations in particular are expected to benefit from these initiatives.

NSW GOVERNMENT | eHealth

eDischarge Summary

Facilitating effective continuity of care in the community

A key focus of the Program is enabling the sharing of patients' hospital discharge summaries electronically with GPs from inpatient, emergency and specialist services.

Discharge summaries have traditionally been provided to patients to pass on to their GP as part of the handover of care process. The eDischarge Summary ensures the details of a patient's hospital care are immediately available to their regular GP, also overcoming the risk of patients misplacing or forgetting to pass on this important information.
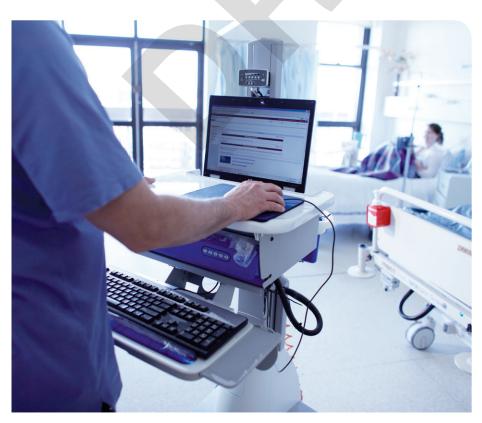
The eDischarge Summary can be sent to a patient's nominated GP practice via secure messaging (keeping the information safe and private) upon discharge*.

A copy is also stored in the Clinical Repository.

In the future, once the national system is rolled out, the information can be made accessible to selected health care providers anywhere in Australia. This access is completely controlled by the consumer.

eDischarge Summary templates have been designed for General Inpatients, and specialties including Geriatric Medicine, Emergency Department, Respiratory, Gastroenterology and Neurology. Additional specialty-specific discharge summary templates will be available moving forward.

*GP Practice needs to be a HealtheNet for GWS Program participant to electronically receive the eDischarge Summary.

Clinical Repository

A portal to patient information, no matter where it resides, and a gateway to the national PCEHR

As part of the HealtheNet for GWS Program, a Clinical Repository solution is also being implemented. The Clinical Repository is portal to patient information from hospitals, primary care and community health clinics – closing the primary-acute care loop and supporting safer and more effective care for patients.

NSW Health clinicians across Greater Western Sydney can access the Clinical Repository. Access is seamless, with a link provided from a patient's record within the Electronic Medical Record (EMR) system (Cerner, HealtheCare or CHIME).

Clinicians can use the Clinical Repository (a read-only reference) to view 'additional information' about a patient they may not otherwise have access to, including:

- eDischarge Summaries from (other) hospitals;
- Event summaries from all community services;
- Allergies/adverse reactions and alerts;
- Patient demographic information summarising all patient identifiers that exist for a particular patient
- The patient's GP Shared Health Summary, providing additional detail on current medications, medical history and immunisations;
- Previous admissions, discharge and transfer event history;
- Diagnostic images and their associated reports; and
- eBlue Book records for participating children.

GP Shared Health Summaries

Sharing primary care information with extended healthcare teams

Shared Health Summaries created by GPs and available for patient-nominated healthcare providers will help to 'plug the gap' in patient information. For the first time, other participating health providers will be able to access current health information about a registered patient.

Patients will directly benefit by receiving continuity of care with other health care providers, who will be able to make decisions based on current information. This will reduce the need for GPs to be contacted by other members of a patient's healthcare team to clarify a patient's medications, other conditions or allergies. This proactive sharing of information is particularly important in emergency situations.

An initiative of the HealtheNet for GWS Program, patients can choose to have a Shared Health Summary created and maintained by their nominated GP. Summaries are then stored in the GP Repository and in future, when available, the national system.

Key information can be drawn from GPs' existing clinical systems, relating to the patient's health, current treatments and ongoing health care. NSW Health clinicians will be able to access Shared Health Summaries through the Clinical Repository with the patient's consent.

In the future, once the national system is rolled out, the information can be made accessible to selected health care providers anywhere in Australia. This access is completely controlled by the consumer.

eBlue Book

A simple, mobile way of accessing and updating child health information

Since 1988, babies born in NSW have been issued a Blue Book (also known as 'My First Health Record') to document health and development checks and immunisation details.

The HealtheNet for GWS Program is creating an electronic version of the Blue Book, initially for trial across GWS prior to evaluation and broader roll out.

Midwives, paediatricians and other hospital clinicians, GPs and Practice Nurses, early childhood nurses and parents/guardians will be able to access and contribute to this electronic version of a child's Blue Book*. All of the information currently recorded in the printed Blue Book will be available in the electronic version.

Parents/guardians will have the full view of their child's record through the eBlue Book Consumer Portal (website) and the eBlue Book mobile phone and tablet app – both developed with significant input from GPs, paediatricians, early childhood nurses, midwives, mothers groups and parents.

They will be able to view information from completed health checks, useful reference information and will also receive reminders about upcoming or overdue health checks or immunisations.

Clinicians in public hospitals will access the eBlue Book via an eBlue Book Provider Portal, and early childhood nurses will contribute to a child's eBlue Book record directly from the Community Health (CHIME) Electronic Medical Record system.

Trial participation is optional and eligibility criteria apply.

HealtheNet for GWS

Improving healthcare information sharing and patient care

Western Sydney LHD hospitals, Nepean Blue Mountain LHD hospitals, Childrens Hospital Westmead

CAN ACCESS

- Summary of all interactions with the public healthcare system, within GWS facilities – acute and community health
- Summary of information from the patient's GP, including adverse reactions & allergies, medical history, immunisations and medications, for participating patients
- eDischarge Summaries no matter which Greater Western Sydney hospital the patient was treated in, including WS LHD, NBM LHD and the Childrens Hospital Westmead
- Medical images and the associated reports
- eBlue Book health checks, immunisations and growth charts.

KEY BENEFITS

- Improved connected care and communications between clinicians in different care settings
- Improved chronic disease management through informed decision making
- Reduced time in searching and finding information and asking patients to "retell their story"
- Early identification of current problems when the patient presents to an Emergency Department.

GWS Primary Care & Community Health Centres

CAN ACCESS

- Summary of all interactions with the public healthcare system, within GWS facilities – acute and community health
- Summary of information from the patient's GP, including adverse reactions & allergies, medical history, immunisations and medications for participating patients
- eDischarge Summaries no matter which Greater Western Sydney public hospital the patient was treated in, including WS LHD, NBM LHD and the Childrens Hospital Westmead

- Medical images and the associated reports
- eBlue Book health checks, immunisations and growth charts.

KEY BENEFITS

- Visibility of their client's medical history across acute and primary care settings
- Improved chronic disease management through informed decision making
- Reduced time in searching and sourcing information and asking patients to "retell their story"
- Ability to contribute to the eBlue Book record of a child directly via the Community Health CHIME Electronic Medical Record system.

(Participating) GWS General Practices

CAN ACCESS

- eDischarge Summaries from WS LHD and NBM LHD hospitals and the Childrens Hospital Westmead
- Summary of information from the patient's GP, including adverse reactions & allergies, medical history, immunisations and medications, for participating patients
- Historical versions of the patient's GP Shared Health Summary to use as a point of reference
- eBlue Book health checks, immunisations and growth charts.

KEY BENEFITS

- Legible, timely and accurate eDischarge Summaries integrated to the GP's clinical management system

- Improved access to information about the presenting patient
- Improved connected care and communications between clinicians in different care settings
- Improved chronic disease management through informed decision making
- Creation of a standard health summary for their patients.

Consumers

CAN ACCESS

- eBlue Book health check and immunisations reminders and growth charts available electronically
- Mobile eBlue Book application on smart phones
- Online directory of parenting support networks.

KEY BENEFITS

- Ability to contribute to their child's eBlue Book record "on the go" using the eBlue Book mobile application
- Parents/guardians maintain control over who can view and contribute to their child's eBlue Book record. Assurance that their child's medical information is accessed only by authorised healthcare providers
- No need to remember lots of past and existing medical information during hospital, community health and GP visits.
- Parents/guardians won't need to remember to take the child's Blue Book record to appointments.

Further information

For further information about specific trial sites, dates and progress of individual initiatives, please contact:

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