Australian Government
Australian Digital Health Agency

Australian Digital Health Agency

CoNNMO Meeting – Friday 19th May 2017

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Deputy CCIO

About Us

The Agency is a Corporate Commonwealth Entity funded by all Australian Governments. It designs and operates national digital health services and set data standards that:

- Give **consumers more control of their health and care** when they wish it
- **Connect and empower healthcare professionals**
- Promote **Australia's global leadership in digital health and innovation**

The Agency reports to its Board, appointed by the Minister.

The Agency is the system operator for the My Health Record, and a number of other clinical information systems and standards, and commenced operations on 1 July 2016.

"The digital health market will grow at over 25.9% compound annual growth rate to reach $379bn by 2024"

Hendersen et al. (2016)

"Australia is well placed globally to take advantage of this growth as a test bed for health innovation and research"

Gloabal Market Insights, Inc 23 Nov 2016

The Rule

The Agency functions as stated in the rule that established it are to:

- Co-ordinate, and provide input into, the ongoing development of the National Digital Health Strategy;
- Implement those aspects of the National Digital Health Strategy that are directed by the Ministerial Council;
- Develop, implement, manage, operate and continuously innovate and improve specifications, standards, systems and services in relation to digital health, consistently with the national digital health work program;
- Develop, implement and operate comprehensive and effective clinical governance, using a whole of system approach, to ensure clinical safety in the delivery of the national digital health work program;
- Develop, monitor and manage specifications and standards to maximise effective interoperability of public and private sector digital health systems;
- Develop and implement compliance approaches in relation to the adoption of agreed specifications and standards relating to digital health;
- Liaise and cooperate with overseas and international bodies on matters relating to digital health.

Delivery priority areas for the Australian Digital Health Agency now

DELIVERY

MY HEALTH RECORD

Operational since July 2012
20% of Australians are registered for a My Health Record – moving to National Opt-Out in 2018
9699 registered providers
Nearly half a billion Medicare records uploaded

NATIONAL DIGITAL HEALTH STRATEGY

The development of a new Digital Health Strategy is an opportunity for the community to reflect on how technology can help people take control of their wellbeing, support our health professionals to provide patients the highest quality of care, and to build on this country's distinguished leadership in the discovery of new medicines and treatments.

SECURE MESSAGING

Enables seamless secure transfer of health information
Eliminates the use of unsecure email, fax and postage of personal health information
Improves efficiency and enables better integrated care

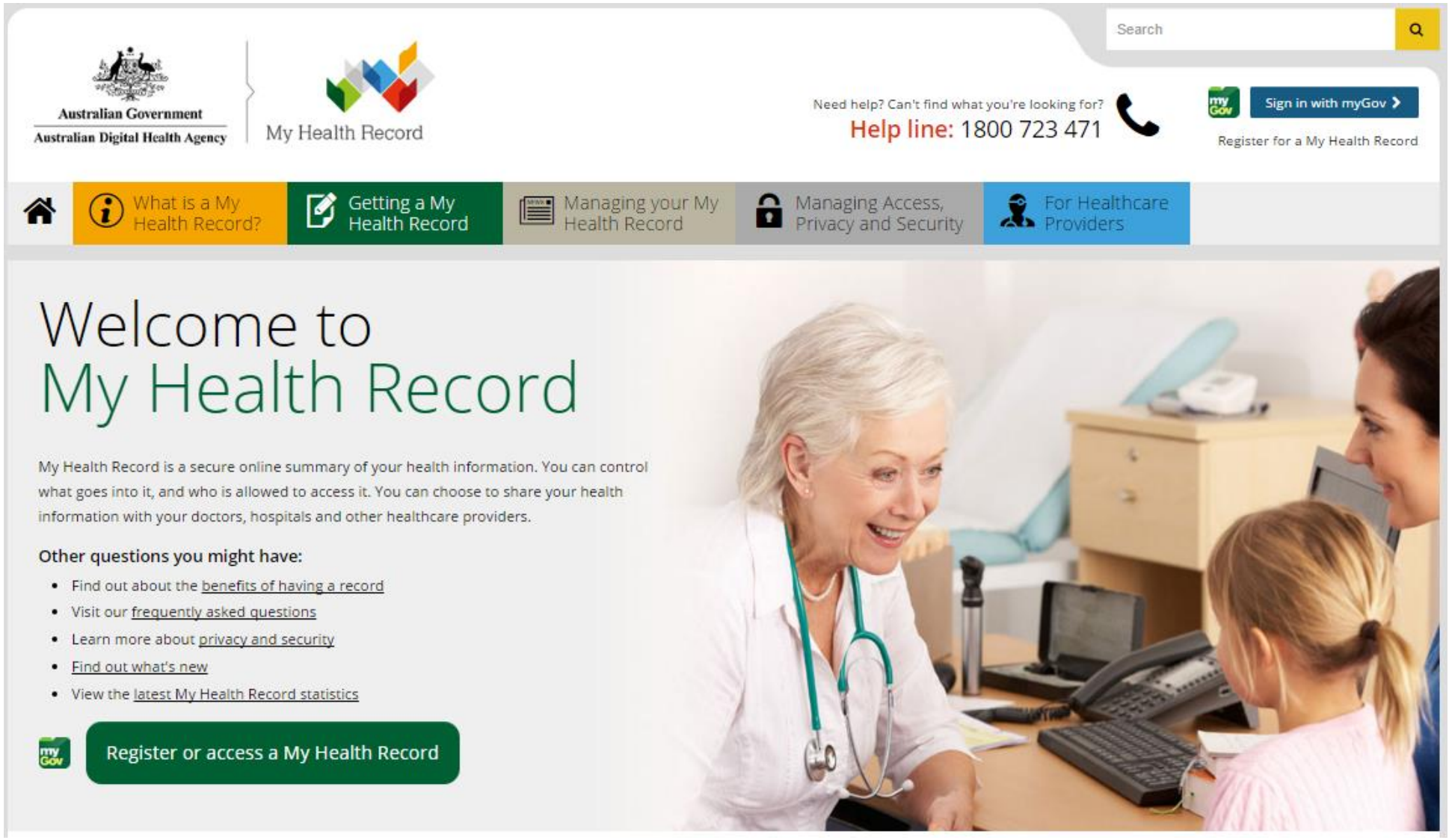
INTEROPERABILITY AND DATA QUALITY

Enables integrated health systems with sharing and reuse of health data across organisations and sectors
Improves safety and quality of care, and health system efficiencies and cost savings through access to information

INNOVATION & NEW MODELS OF CARE

Open and secure technology enabling innovation across the health system. Support:

- Aged care, new born children, telehealth, mental health
- Precision Medicine & Genomics
- Clinical and Industry lead development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Register for a My Health Record
What is a My Health Record?
Getting a My Health Record
Managing your My Health Record
Managing Access, Privacy and Security
For Healthcare Providers
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.
Other questions you might have:
Find out about the benefits of having a record
Visit our frequently asked questions
Learn more about privacy and security
Find out what's new
View the latest My Health Record statistics
Register or access a My Health Record

My Health Record

An electronic summary of an individual's health information that **can be shared securely online** between the individual and registered healthcare providers involved in their care to support improved decision making and continuity of care.

> **My Health Record is the future of medicine.**
>
> Dr Michael Gannon, President, Australian Medical Association

> One of the recurring contributory factors identified during health-related coronial investigation and inquests is a failure in communication, particularly in documentation, discharge and handover…lapses in communication can have the potential for serious outcomes for patients. I cannot overstate the importance of effective communication in a health care setting.
>
> Ms Ros Fogliani, State Coroner, Western Australia

Key Facts

- There are 230,000 hospital admissions due to medication adverse events per year, costing up to $1.2 billion annually. My Health Record will reduce this number.
- Empowering people with health care information to support self-management could save $1,300 to $7,515 per patient per year.
- Sharing information electronically about tests could reduce unnecessary duplication by approximately 18% and significantly lower hospital re-admission rates.

2017 Budget announcements

With support of COAG, the Australian Government has invested **$374.2 million** over two years to ensure every Australian has a My Health Record, unless they prefer not to.

Roll-out of the **opt-out model** to all Australians, and will continue and improve operations of My Health Record, while making it easier for health providers to register for the system.

Will increase the number of **pathology and diagnostic imaging reports.**

Improve the accuracy, timeliness, visibility and accessibility of **medicines information** in the system.

Implementation

- The Agency is working with Jurisdictions, PHNs, Stakeholders and the community
- The automatic creation of My Health Records will begin from mid 2018.
- If a person doesn't already have a My Health Record, a record will be automatically created for them in 2018, unless they chose not to have one.
- The Agency will work with the community early next year to provide further information on the My Health Record.

My Health Record Statistics – as at 14 May 2017

Consumer Statistics

4,825,325 Consumers registered

Demographic Breakdown

54% are female

46% are male

Age Range	Aged 20 or less	Aged 20-39	Aged 40-64	Aged 65 or higher
% of total registrations	36%	25%	25%	14%

State	ACT	TAS	SA	NT	NSW	VIC	QLD	WA
% of population	23%	20%	18%	20%	21%	15%	27%	15%

Approximately 20% of Australia's population is registered for a My Health Record

Provider Registrations

9,923 Healthcare providers registered

Organisation Type*	Count
General Practices	6,060
Public Hospitals and Health Services	732
Private Hospitals and Clinics	161
Retail Pharmacies	1,313
Aged Care Residential Services	166
Other categories of healthcare providers including Allied Health	1,237
Organisations with a cancelled registration	254

*Organisation type based on Healthcare Provider Organisation (HPI-O) data, except for Hospital provider data which is based on jurisdictional reported facilities that are connected to the My Health Record system.

My Health Record Usage

Clinical Document Uploads	**2,109,855**
Shared Health Summary	791,576
Discharge Summary	941,679
Event Summary	247,801
Specialist Letter	45,517
eReferral Note	29
Pathology Reports	35,984
Diagnostic Imaging Report	47,269
Prescription and Dispense Upload	**9,690,056**
Prescription Documents	7,514,243
Dispense Documents	2,175,813
Consumer Documents	**134,701**
Consumer Entered Health Summary	84,237
Consumer Entered Notes	36,213
Advanced Care Directive Custodian Report	13,237
Advance Care Planning Document	1,014
Medicare Documents	**484,870,541**
Australian Immunisation Register	1,257,804
Australian Organ Donor Register	463,977
Medicare/DVA Benefits Report	285,726,713
Pharmaceutical Benefits Report	197,422,047

How is My Health Record changing healthcare today? 1/2

It made me safe when I left hospital

"It was my son's birthday and I visited him in Sydney to celebrate. We checked into the hotel and three hours later I was in the back of the ambulance on the way to hospital. They found I had a thing called pancreatitis. After four days in hospital, I talked them into letting me out as long as I went to see my doctor for important follow up work as soon as I got home. When I got to my doctor I realised the hospital hadn't given me any information about the treatment I needed. Luckily my doctor checked My Health Record and within a minute was able to find details of what needed to be done to look after me."

http://ncphn.org.au/benefits-of-my-health-record/

It helps me improve medication safety for my patients

"When a patient is admitted, I become like a detective, as I need to ask lots of questions to establish what medications people are on and how that will work with their diagnosis. By having access to the My Health Record system, I get to see a summary of a patient's medical history, including their medications. I receive the information instantly. It is very powerful."

http://www.primaryhealth.com.au/a-hospital-pharmacist-shares-how-he-benefits-from-my-health-record/

It made it easier for me obtain my medicines

A My Health Record meant Shaij Ataij in rural NSW could get a repeat prescription made up at her pharmacy without having to make a special appointment with her GP. She said: "I called my GP to get a new script for my usual medicine. It was something I didn't need to see the doctor about. But the receptionist told me that I would need to tell her the details of the medication before she could provide me with the prescription. I wasn't sure of the name and dose of my medication, so I got onto my computer and found my medication information on My Health Record. I was then able to call back the GP and they faxed a script to my pharmacy for me to pick up."

http://ncphn.org.au/benefits-of-my-health-record/

How is My Health Record changing healthcare today? 2/2

It helps me care for my patient safely at home

Kevin is a 48 yo man with multiple chronic conditions including diabetes, renal failure and hypertension. He was admitted to hospital after a serious cardiac event. His GP visited Kevin at home shortly after he left hospital and had not yet received the discharge summary in his practice, but by viewing the summary in My Health Record was able to see that five of Kevin's medications had changed. His G was able to provide immediate follow up care to Kevin regarding the medication changes. "I was able to prepare and print the prescriptions for the new medicines and use the discharge summary as a checklist when I visited Kevin and reviewed the medication. Without this information I would not have been able to provide the follow up care I needed to." He was then able to upload a new Shared Health Summary for Kevin, ensuring the new medication regimen was available in his My Health Record to other care providers.

My Health Record enhances patient self-management and reduces time communicating with care professionals

Ray and Lorraine Gardner are 'grey nomads' who frequently travel Australia. They both suffer from chronic conditions including diabetes, melanoma, a back fusion, and a penicillin allergy. Their local GP in Windsor, Dr Michael Crampton , has been contributing their health information to My Health Record to assist other GPs and health care professionals in other states who often become involved in their care. This reduces the time they need to spend with other clinicians, who have immediate access to see their medications and important health summary information including tests and reports. This enhances Ray and Lorraine's ability to self-manage their conditions and enjoy their travels with the confidence that they have access to their own health information, and can share this with providers when they choose.

My Health Record guides community care for families

Tresillian is a community health care service that supports and educates families in the community with newborn children, to help manage early parenting issues. A clinician at Tresillian in the Nepean Blue Mountains region found the clinical information for a mother attending the service invaluable in providing past history and discharge summaries, and reported that this information changed the course of clinical treatment for the family. The service are now avid users of My Health Record, and have fed back to their Primary Health Network that My Health Record gives them a more complete picture of the patient and information they need.

We are improving My Health Record now so that it works better for clinicians and their patients – we put co-design first

Principles for enhancing My Health Record

Adoption of the Digital Transformation Agency's Digital Service Standard

Collaboration

- co-design
- validation of concepts and designs
- core design teams
- co-production

User-centred approach

- user research
- insights from evaluations and national strategy consultations
- user experience (UX) improvements

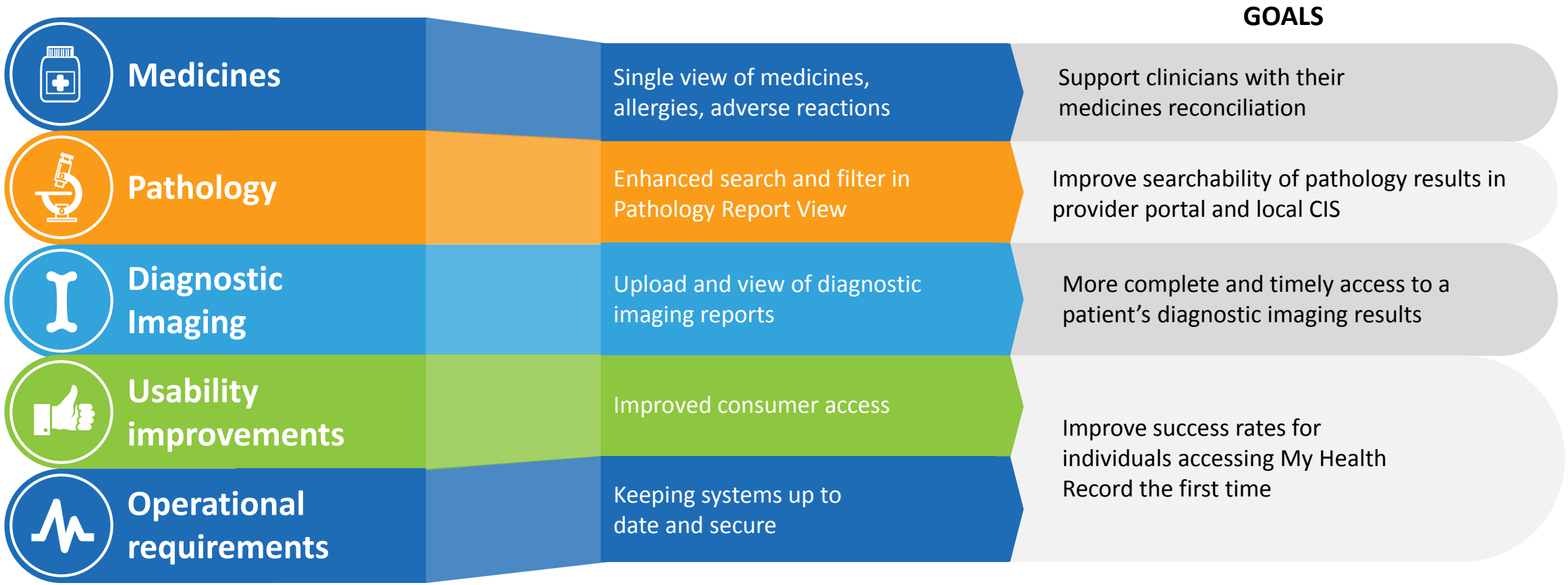
Strong governance and oversight

- assurance: clinical safety, security, operations
- release management

Describe the task, not the technology.

User research is a team sport.

In June, in close collaboration with clinical leaders, like the RACGP, and consumer bodies like the Consumer Health Forum, we will be improving key features of My Health Record…



Adoption by state

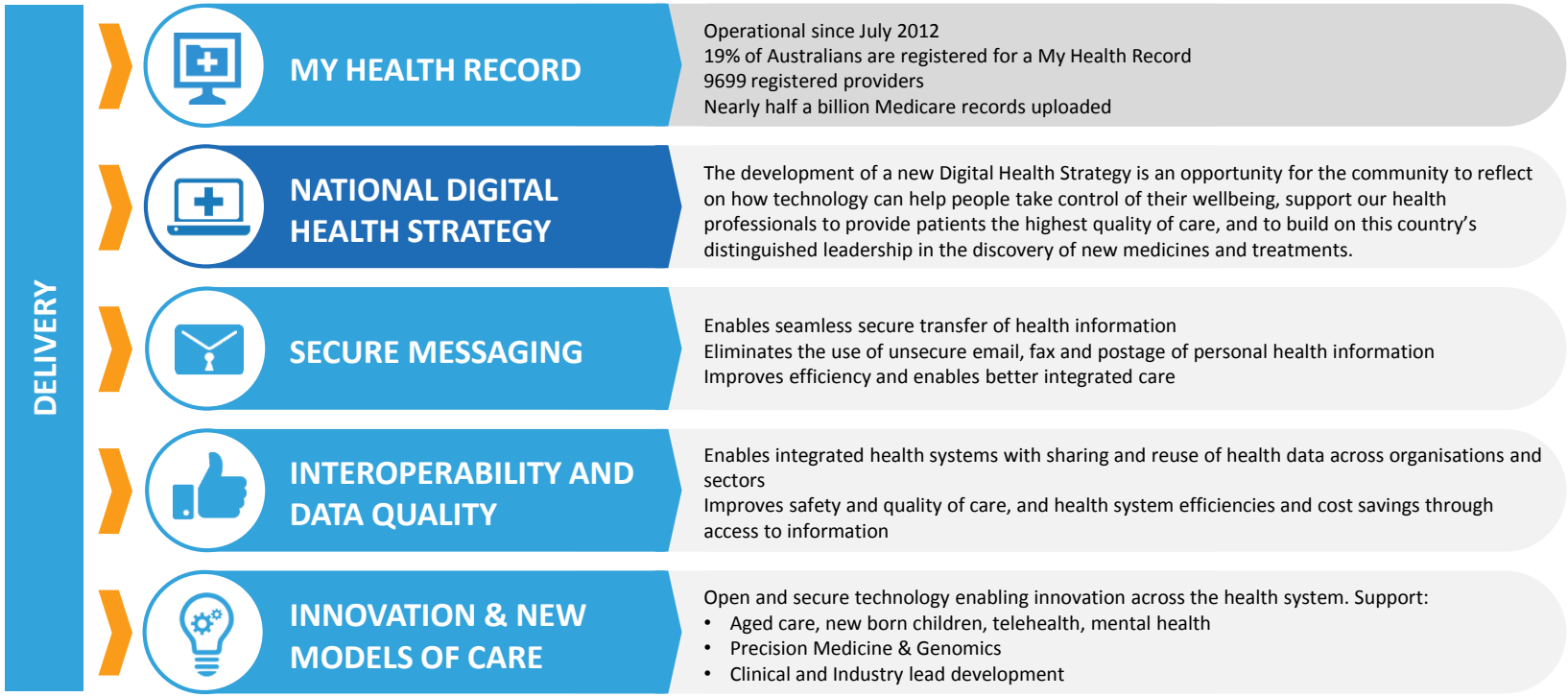
My Health Record adoption by state as at May 2017					
State	Total number of Public hospitals[(a)] and Health services per state	Number of Public hospitals and Health services connected to the My Health Record system[(a)]	% of Public hospitals and Health services connected to the My Health Record system	Number able to upload to the My Health Record system	Number able to view the My Health Record system
ACT	2	1	50%	1	1
TAS	21	4	19%	4	4
SA (d)	102	12	12%	7	0
NT	125	112	90%	112	112
VIC	161	21	13%	21	21
WA	179	64	36%	64	64
NSW	223	206	92%	197	206
QLD(c)	311	311	**100%**	114	311
Total	1,124	731	65%	520	719

(a) Self-reported by jurisdictions
(b) Source: AIHW hospital statistics 2013-14
(c) The total number of connected facilities with beds is 128. They currently have five classifications; 117 public hospitals, 101 community health facilities, 68 primary health centres (previously declared public hospitals,) 21 residential facilities (aged care and young disabled care) and 4 psychiatric hospitals.
(d) South Australia confirmed numbers 14th September 2016.

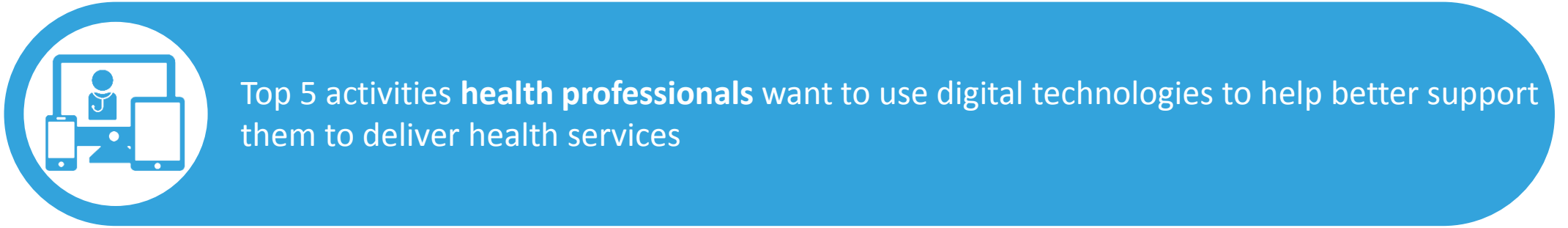
Private Hospital take up

Private hospitals and clinics connected to the My Health Record system by private hospital groups as at May 2017					
Private healthcare groups	Total number of candidate private hospitals and clinics	Number of private hospitals and clinics connected to the My Health Record system	% connected to the My Health Record system	Number able to upload to the My Health Record system	Number able to view the My Health Record system
St. Vincent's Australia	12	6	50%	4	6
Healthscope	46	46	100%	46	46
Chris O'Brien Lifehouse	1	1	100%	1	1
Adventist Health Care	3	1	33%	1	1
Mater Townsville	1	0	0	0	0
Mater Central Queensland	4	4	100%	4	4
UnitingCare Queensland	4	0	0	0	0
St. John of God Hospital Group	17	0	0	0	0
Little Company of Mary - Calvary	15	15	100%	15	15
Epworth HealthCare	11	4	36%	0	4
Cura Day Hospitals	9	9	100%	9	9
Mater Brisbane	7	1	14%	0	1
Ramsay	74	74	100%	74	74
Total	204	161	75%	154	161

Delivery priority areas for the Australian Digital Health Agency now



Healthcare professionals want digital health services



Top 5 activities **health professionals** want to use digital technologies to help better support them to deliver health services

Activity	Currently using a computer, smart phone or tablet %	Not using, but interested in using a computer, smart phone or tablet %	Not interested in using a computer, smart phone or tablet for this activity %
Sharing health records with my patients	25	59	7
Transferring prescriptions to the pharmacy	25	56	8
Providing interactive decision-making support	32	53	6
Communicating with patients before or after consultations	33	49	7
Sharing health records with other practitioners	43	45	4

Australians are already digitally connected

2,600,000
Trip Advisor – Apr 17 socialmedianews

5 Million
Monthly active Instagram users (socialmedianews)

58 Million
Signed up to an online course (7.7% Health & Medicine) 2016 MOOC report

82%
Go online first for health information

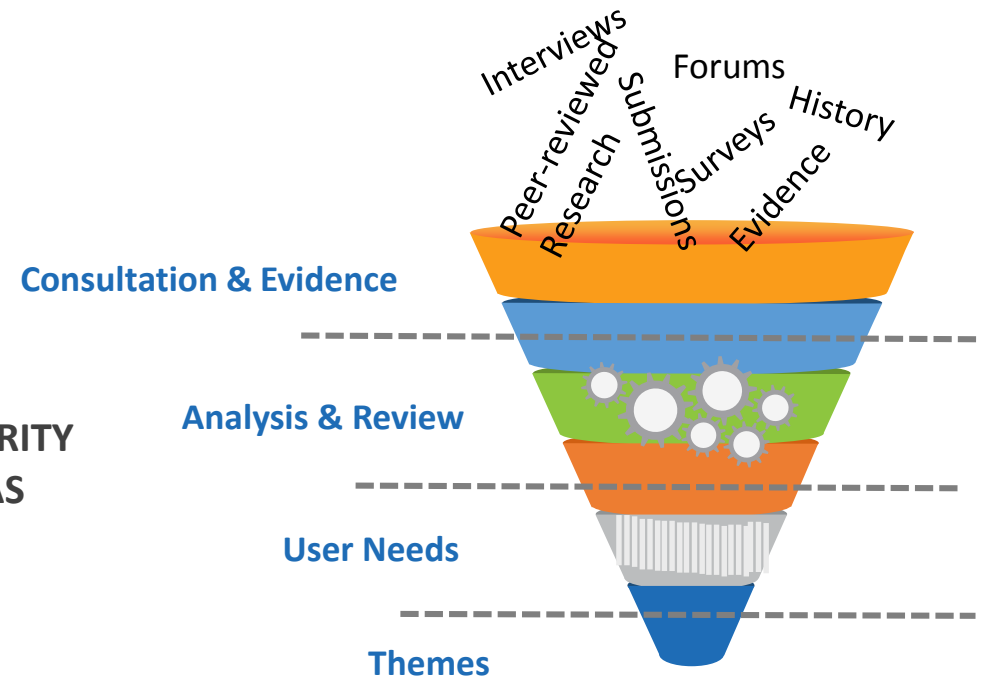
4 Million
Monthly active LinkedIn users Apr 17 (socialmedianews)

17 Million
Monthly active Facebook users Apr 17 (socialmedianews)

3 Million
Monthly active Twitter users Apr 17 (socialmedianews)

9 Average connected devices in one household

Delivery themes emerging from consultation



Evidence

We are undertaking broad scoping reviews of the international peer reviewed and grey literature, including publications from key digital health organisations, policy and media, as well as conducting targeted interviews with digital health thought leaders

Consultation overview

- 3,193 attendees
- 1050 written and survey submission from general public, organisations, technology sector etc.
- 103 forums, meetings and workshops
- Interviewed thought leaders across different sectors
- Deep engagement with jurisdictions to understand their strategies and priorities

CONSOLIDATED THEMES

1. Support me in making the right healthcare choices, and provide me with options
2. Help all the people who care for me to understand me, and together, provide safe and personalised care
3. Create an environment where my healthcare providers and I can use and benefit from innovative technologies
4. Preserve my trust in the healthcare system and protect my rights

- **Vision**
- **Priority Areas**
- **Initiatives**

Key themes from consultation

Support me in making the right healthcare choices, and provide me with options

Help all the people who care for me to understand me, and together, provide safe and personalised care

Create an environment where my healthcare providers and I can use and benefit from innovative technologies

Preserve my trust in the healthcare system and protect my rights

Priority areas for delivery to 2022

- HEALTH INFORMATION THAT IS AVAILABLE WHENEVER AND WHEREVER IT IS NEEDED
- HEALTH INFORMATION THAT CAN BE EXCHANGED SECURELY
- HIGH-QUALITY DATA WITH A COMMONLY UNDERSTOOD MEANING THAT CAN BE USED WITH CONFIDENCE
- BETTER AVAILABILITY & ACCESS TO PRESCRIPTIONS & MEDICINES INFORMATION.
- DIGITALLY-ENABLED MODELS OF CARE THAT DRIVE IMPROVED ACCESSIBILITY, QUALITY, SAFETY AND EFFICIENCY
- A WORKFORCE CONFIDENTLY USING DIGITAL HEALTH TECHNOLOGIES TO DELIVER HEALTH AND CARE
- A THRIVING DIGITAL HEALTH INDUSTRY DELIVERING WORLD-CLASS INNOVATION

Nursing Informatics

Australian College of Nursing

HISA
AUSTRALIA'S DIGITAL HEALTH COMMUNITY

Nursing Informatics Australia

NURSING INFORMATICS POSITION STATEMENT

3 April 2017, Version 9

Support for Position

Nursing informatics has a unique leadership role to ensure a digitally enabled health system delivers on the promise of better health outcomes for Australians. Nursing is the largest single profession in the healthcare workforce and as such provides care to clients 24/7 and manages patient information continuously. To date, the investment in nursing informatics has not achieved the expected results and has not been able to establish the traction to take advantage of the benefits that nursing informatics offers. There is a clear need to identify areas in which action must be taken to ensure that nurses have the skillset to maximise the investment in nursing informatics and to ensure nursing informatics continues to evolve to meet the needs of the nursing community.

This position statement has been developed in response to the widespread implementation and adoption of digital health technologies throughout the healthcare sector and to recognise the pivotal role of nurses and midwives in the successful planning, implementation and ongoing use and management of such technologies. The nursing role in this context is Nursing Informatics. Nursing Informatics is defined as, "science and practice (that) integrates nursing, its information and knowledge, with management of information and communication technologies to promote the health of people, families, and communities worldwide". [1]

CONSULTATION

Forecasting Informatics Competencies for Nurses in the Future of Connected Health

Proceedings of the Nursing Informatics Post Conference 2016

Edited by

Judy Murphy

IBM Global Healthcare, Washington, DC, USA

William Goossen

Results 4 Care B.V., Amersfoort, The Netherlands

and

Patrick Weber

Nice Computing SA, Le Mont/Lausanne, Switzerland

In 2015 there were over 307,100 nurses and midwives employed (of a total regulated population of 360,000) in Australia, with 90 per cent working in clinical roles (AIHW, 2016b). Nursing is the largest profession in the health workforce (Health Workforce Australia 2014).

Australian Government
Australian Digital Health Agency

Contact us

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