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Australian Digital Health Agency

My Health Record Expansion Program

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My Health Record

My Health Record Expansion Program – Communications

Providing a
choice to opt-
out altogether
if consumers
prefer

Opt-Out

- By the end of 2018, every Australian will have a My Health Record, unless they choose not to;
- The My Health Record Communications Team is providing information packs to PHNs & Jurisdictions during 2018
- Information packs will detail what the Opt-out process is, how it will affect providers and consumers, and information on the benefits of the My Health Record;
- The Agency is working with the community to provide further information on the My Health Record.

My Health Record Statistics

as at 15 April 2018



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Consumer Statistics



5,719,240 Consumers registered

Demographic
Breakdown



54% are female



46% are male

Age Range	Aged 19 or less	Aged 20-39	Aged 40-64	Aged 65 or higher
% of total registrations	36%	25%	25%	15%

State	ACT	TAS	SA	NT	NSW	VIC	QLD	WA
% of population	26%	23%	21%	24%	24%	18%	30%	19%

Approximately 23% of Australia's population
is registered for a My Health Record

My Health Record Usage



Clinical Document Uploads

5,295,265

Shared Health Summary	1,638,997
Discharge Summary	1,756,886
Event Summary	527,894
Specialist Letter	76,740
eReferral Note	60
Pathology Reports	1,198,373
Diagnostic Imaging Report	96,315



Prescription and Dispense Uploads

18,470,941

Prescription Documents	14,504,219
Dispense Documents	3,966,722



Consumer Documents

167,473

Consumer Entered Health Summary	105,914
Consumer Entered Notes	43,241
Advanced Care Directive Custodian Report	16,460
Advance Care Planning Document	1,858



Medicare Documents

673,694,025

Australian Immunisation Register	1,956,108
Australian Organ Donor Register	596,786
Medicare/DVA Benefits Report	396,335,637
Pharmaceutical Benefits Report	274,805,494

Provider Registrations



10,967 Healthcare providers registered

Organisation Type*	Count
General Practices	6,346
Public Hospitals and Health Services	802
Private Hospitals and Clinics	183
Retail Pharmacies	1,615
Aged Care Residential Services	186
Pathology and Diagnostic Imaging Services	46
Other categories of healthcare providers including Allied Health	1,471
Organisations with a cancelled registration	318

*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.



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Provider Readiness Delivery Objectives & Approach

Objectives of Provider Readiness Stream

The Provider Readiness stream's main objective is to have healthcare providers;

- aware of My Health Record
- be able to discuss with a consumer what the benefits of My Health Record are
- know where to seek further information about My Health Record if required.

This is achieved through a multi-layered, multi-channel, complex tailored change and adoption program based on the 3- tiered approach consisting of Awareness, Enablement and Participation that aims to achieve meaningful clinical use.



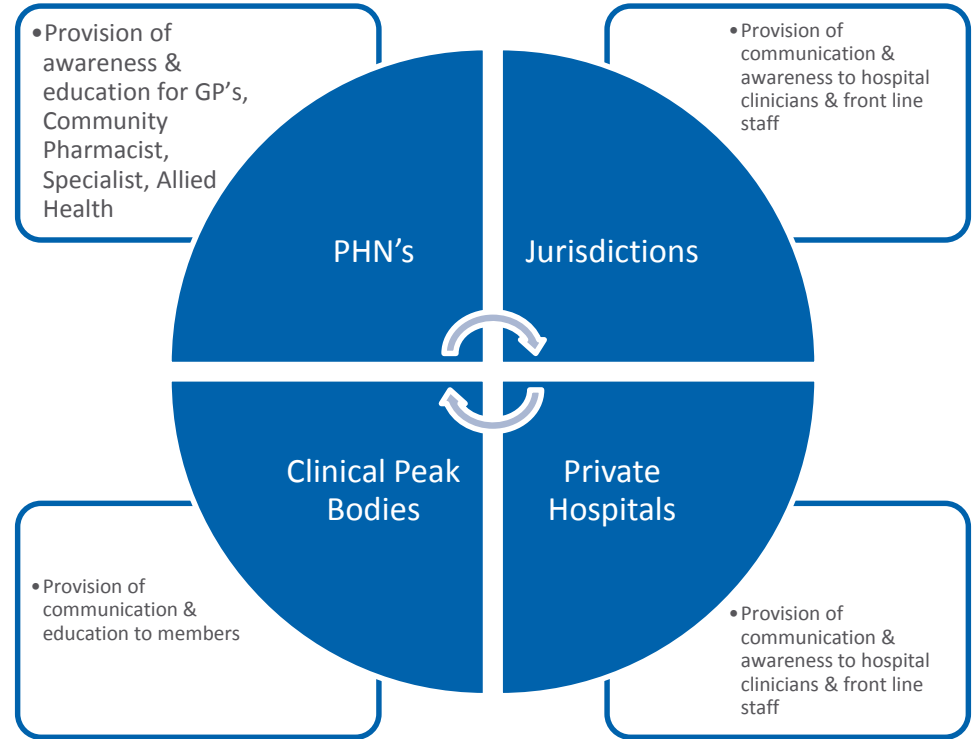
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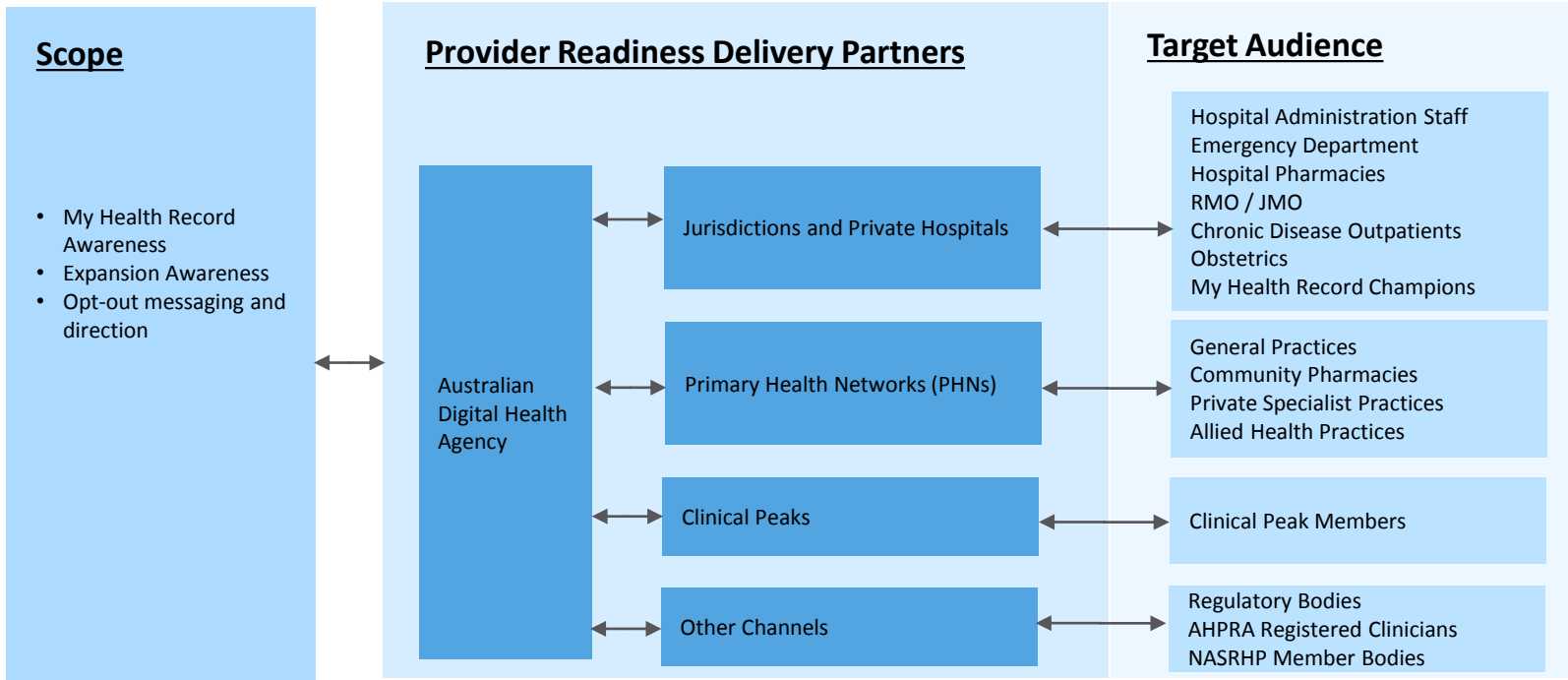
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Provider Readiness Change & Adoption Model

- **Change and adoption model** leveraging key **delivery partners** forms the basis for the implementation of the Provider Readiness Stream.
- **PHNs are key delivery partners** with strategic stakeholder awareness activities derived from lessons learned in the opt out trials



High Level Partner Provider Readiness Scope



Education and Awareness Delivery



Education and Awareness Delivery – Online Training

Courses



General Practice



Allied Health



Community
Pharmacy



Hospitals and
Health Services



Specialist Practice



Residential Aged
Care

Modules

- Getting Connected to My Health Record
- My Health Record Clinical Documents and Contents
- My Health Record in <HEALTHCARE SETTING>
- My Health Record – Privacy and Consent
- My Health Record – Security and Data Quality



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Engagement & Delivery Approach

Primary Health Networks

All PHN's have been engaged via a direct contract to deliver to providers:

- My Health Record Awareness and Expansion Awareness
- Drive Registration
- Provide education and support to encourage

Scope for PHN's includes:

General Practice (GP)
Community Pharmacy
Private Specialist
Allied Health

Jurisdictions and Private Hospitals

Leveraging a national approach, each State and Territory health department and the majority of private hospitals are engaged to provide awareness and education to clinicians and front line staff in readiness for the opt out

Clinical front line staff awareness campaigns commencing in public hospitals and Private Hospitals prior to the commencement of Opt Out

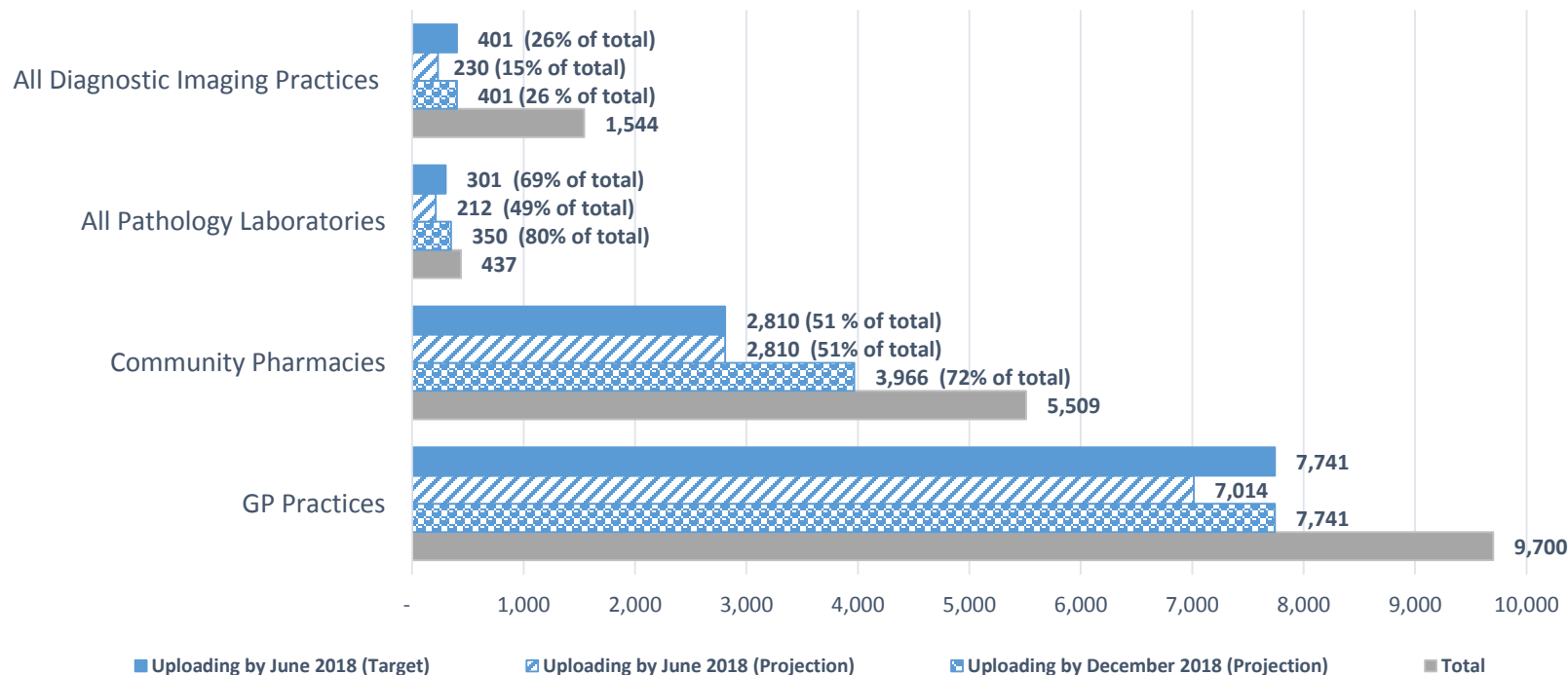
Clinical Peak Bodies

The Agency, through formal relationships with the clinical peak bodies, will deliver strategic communications on the My Health Record utilising established channels.

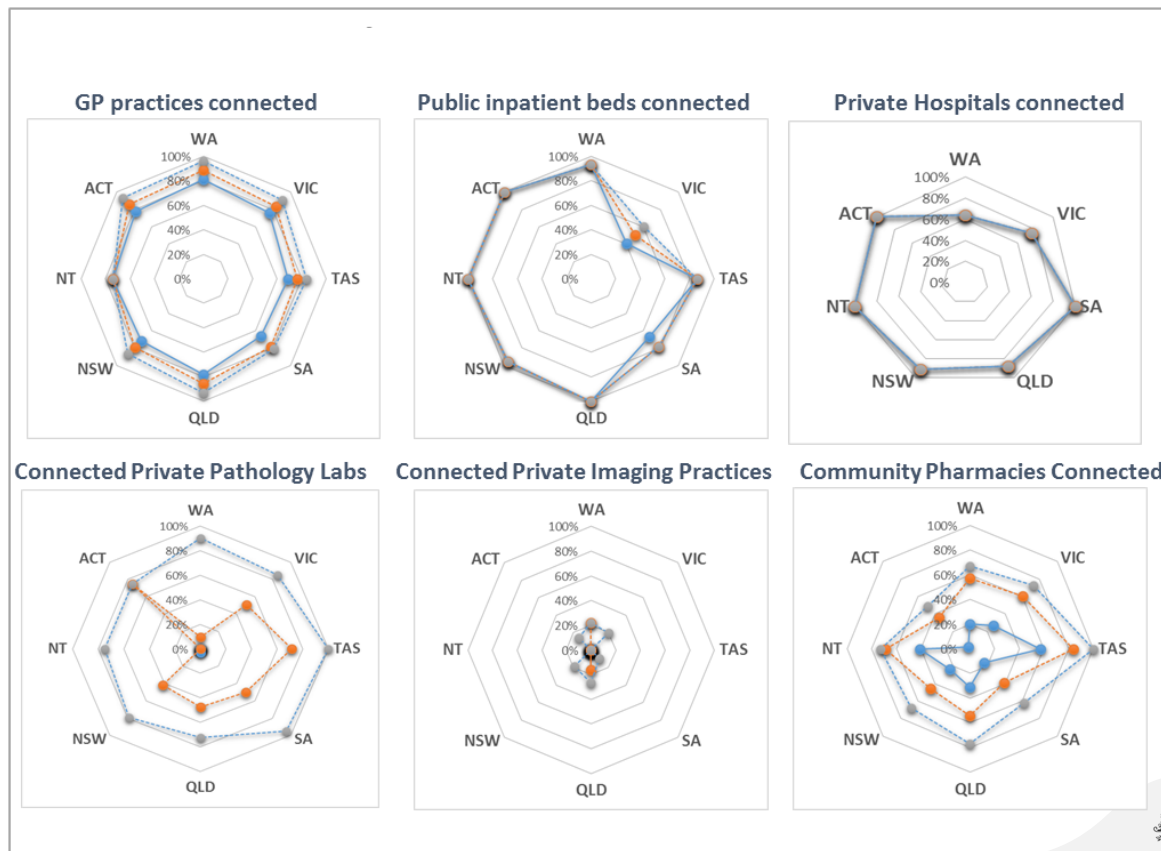
Leveraging established channels including events, publications, education sessions, newsletters, e-blasts and updates to inform clinicians nationally



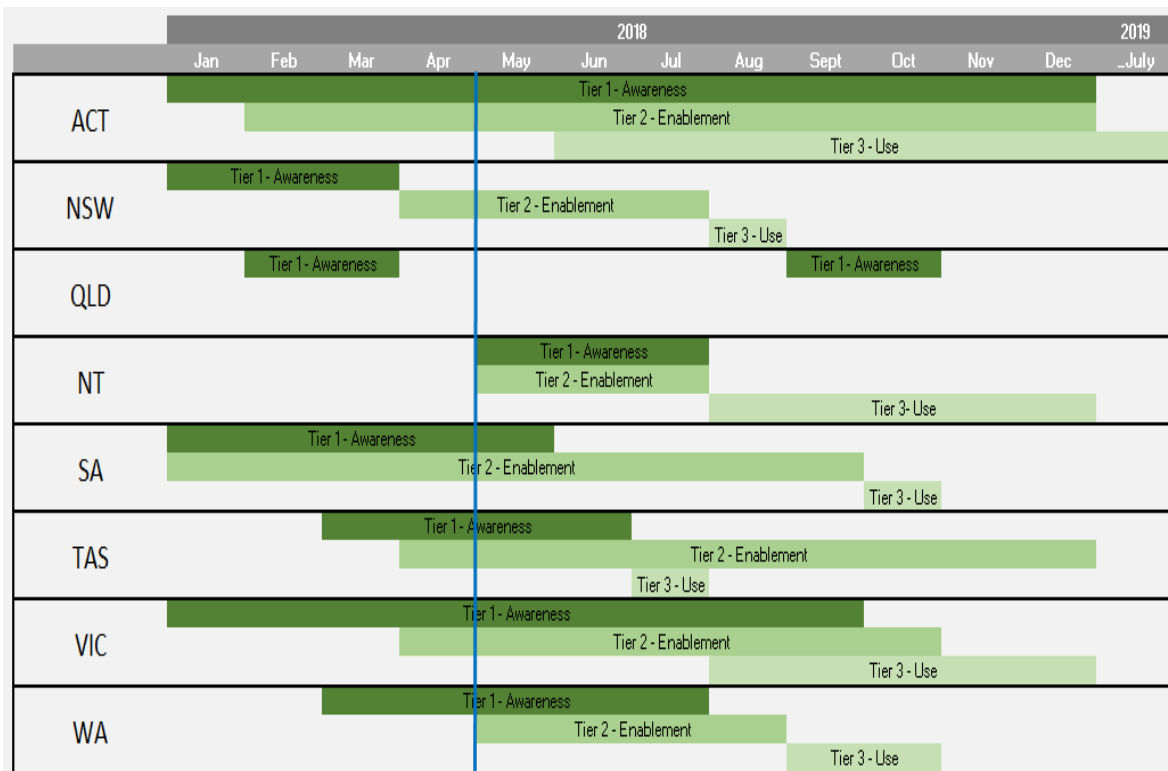
Priority Content – Uploading to My Health Record – 2018 Projections



State/Territory Readiness Comparison



State & Territory Health Provider Readiness

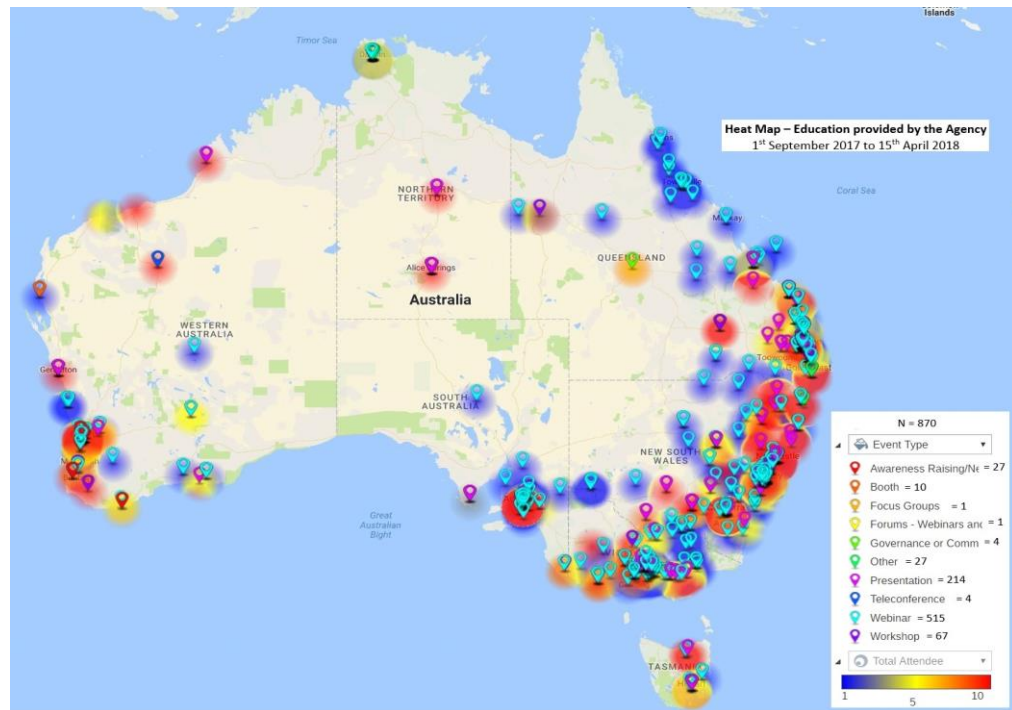


All Jurisdictions have commenced awareness activities in preparation for opt out

Targeted Scope includes front line staff, ED clinicians, nursing staff and HIMs

All Jurisdictions engaged to provide education and training to support clinical use for Provider Expansion

Heat Map of Education Events Supported by ADHA: 1 September 2017 to 15 April 2018



870 Education Awareness Activities undertaken by the My Health Record Expansion Provider Readiness Education Team

50 Average weekly requests for education or awareness (and increasing)

22 National trainers allocated to support delivery partners for Provider Readiness

220 Events planned for upcoming weeks

Approach to engagement with Nursing Organisations

- Strategic approach underway
- Building on past projects and existing relationships, strategy aligns with Agency Provider Readiness Program and broader needs of the Agency
- Approach is tiered to provide tailored support
- Initial target organisations:
 - Coalition of National Nursing & Midwifery Organisations (CoNNMO)
 - Australian College of Nursing (ACN)
 - Australian Primary Healthcare Nurses Association (APNA)
 - Australian Nursing and Midwifery Federation (ANMF)
 - Australian College of Nurse Practitioners (ACNP)

Approach to engagement with Nursing Organisations

- Endorsed collateral with profession-specific content (toolkits) developed collaboratively.
- Collaboration between Agency and organisations to tailor content of toolkits to meet member needs.
- Identification and engagement of clinical champions from within membership to support the peer to peer messaging and education of nurses nationally. These champions will sit within a broader pool of clinical champions, including already inducted nurses.
- Opportunity for organisational representatives to join 'Listening Forums'.
- Working within a boarder group of nurses, there is opportunity for the use of the nursing workforce, crossing multiple organisations, specialities and practice settings.



Questions



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Contact us

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