



Australian Government

Australian Digital Health Agency

Digital Health

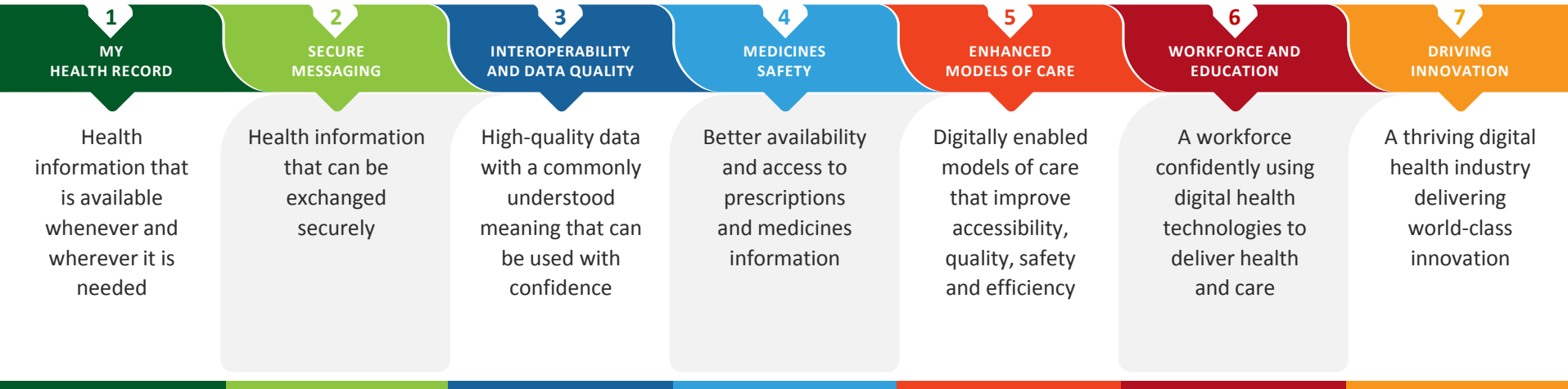
A Human Imperative

Angela Ryan RN FACHI

Chief Clinical Information Officer

National Digital Health Strategy – roadmap for delivery

Co-designed with all states and territories and agreed by COAG Health Council



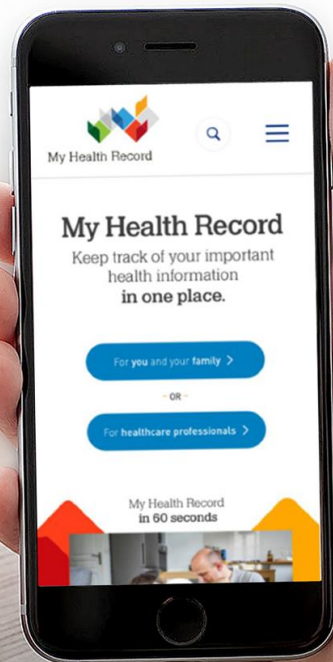
Framework for Action

- The Framework for Action promotes collaboration and information sharing
- Developed by all Australian governments, industry, and providers
- Acts as a guide for organisations recalibrating their work programs to deliver national priorities
- Priorities for delivery by 2022 include:
 - health information that can be exchanged securely
 - made available when and where needed
 - standardised so that it can be shared in real time.



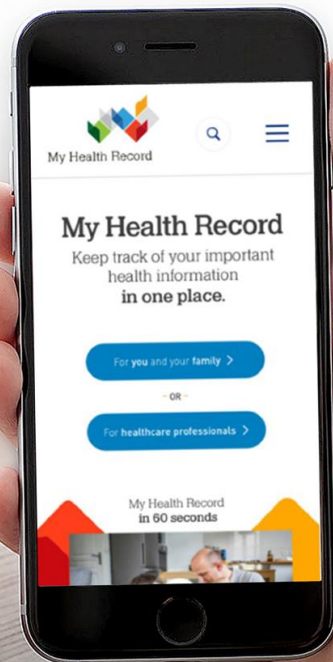
My Health Record

- Opt out concluded 1 February 2019 at 3am AEST, without incident
- Record creation occurred 22 February 2019



My Health Record: Stronger My Health Record Privacy Laws

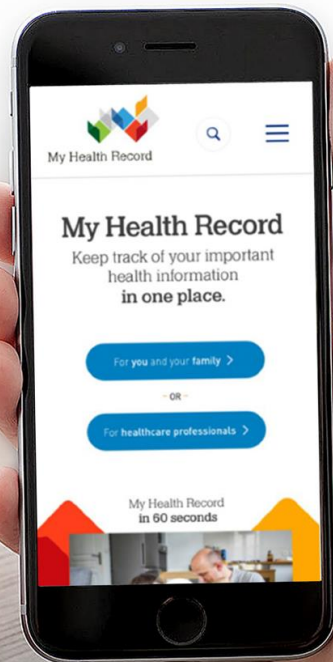
- On 26 November 2018, the Australian Parliament passed the *My Health Records Amendment (Strengthening Privacy) Bill 2018*.
- These measures allow Australians to choose to have a My Health Record at any time in their life. While a My Health Record was created for every Australian who wanted one after 31 January 2019, *a person can delete their record permanently at any time*.
- These changes are in response to the Australian community's calls for even stronger privacy and security protections for people using My Health Record.
- A summary of the changes is provided on the Agency's webpage: <https://www.myhealthrecord.gov.au/about/legislation-and-governance/summary-privacy-protections>



My Health Record: Stronger My Health Record Privacy Laws

Access by insurers and employers

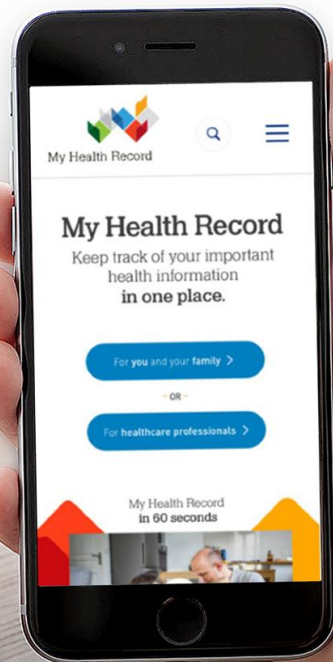
- The Australian Digital Health Agency *will not approve the release of an individual's personal or health information to a third party except where it is for the provision of healthcare or is otherwise authorised or required by law.*
- *Under these laws, no-one is permitted to access, or ask you to disclose, any information within your My Health Record for insurance or employment purposes.*



My Health Record: Stronger My Health Record Privacy Laws

Access by law enforcement and government agencies

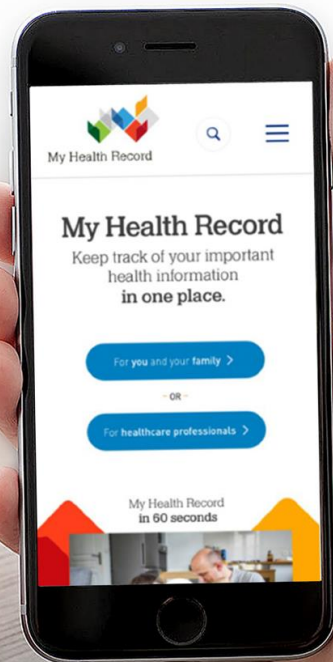
- To date the Agency's official operating policy has been that no information within My Health Record can be released without an order from a judicial officer. The Agency has never received such a request and has never released information.
- *Under the new laws, no information can be released to law enforcement or a government agency without your consent or an order from a judicial officer.*



My Health Record: Stronger My Health Record Privacy Laws

Permanent deletion of a cancelled My Health Record

- Under these laws *a person can permanently delete a My Health Record at any time in their life. No archived copy or back up will be kept and deleted information won't be able to be recovered.*
- A My Health Record that was cancelled in the past (and archived) *was also permanently deleted. If you cancel a record at any time it will be permanently deleted.*



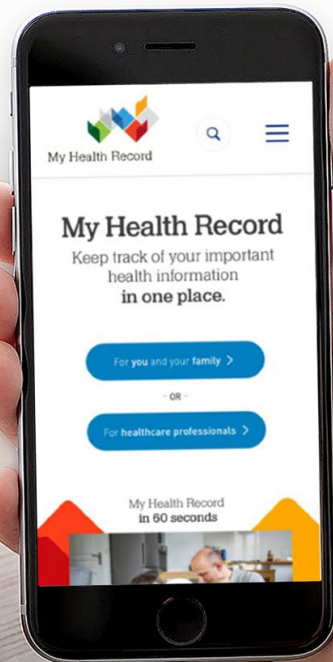
My Health Record: Stronger My Health Record Privacy Laws

Greater privacy for teenagers aged 14 and over

- Under these laws, *once a teenager turns 14, parents will automatically be removed as authorised representatives.*

Increased penalties for misuse of information

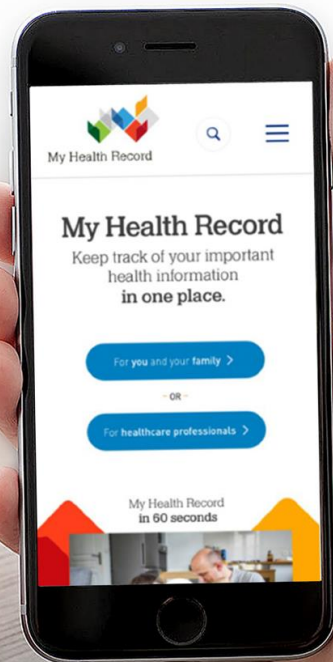
- *Harsher fines and penalties apply for inappropriate or unauthorised use of information in a My Health Record. Civil fines have been increased to a maximum of \$315,000, with criminal penalties including up to 5 years' jail time.*



My Health Record: Stronger My Health Record Privacy Laws

Strengthening protections for victims of domestic and family violence

- There are currently safeguards in place to protect victims of domestic and family violence. *Under these laws, the Agency is no longer obliged to notify people of certain decisions if doing so would put another person at risk.*
- In addition, *parents subject to a court order, where they do not have unsupervised access to their child, or who pose a risk to the life, health and safety of the child or another person are not eligible to be an Authorised Representative.*
- The Agency is *working and consulting with community and stakeholders to identify and reduce any potential for misuse of the My Health Record system.*



My Health Record – latest national statistics



23M (90%) Australians have a record (as at 7 April 2019)



15,600 healthcare provider organisations registered



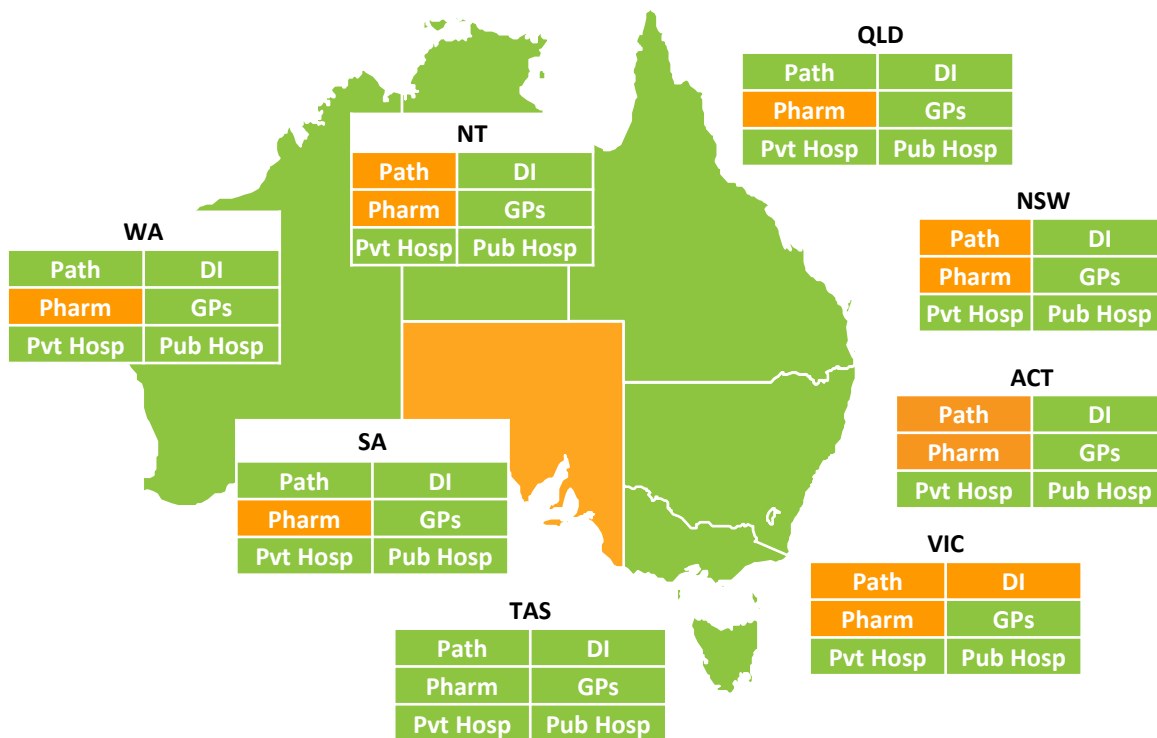
15 million clinical documents uploaded



39 million medication prescription and dispense records uploaded



My Health Record – connections



My Health Record communication – driving adoption

Objectives

- 1 Consumers to engage with health care providers about My Health Record
- 2 Increase system usage with frequent users of the health system
- 3 Support and assist consumers with low digital health literacy and privacy concerns
- 4 Encourage provider system use and connection

3 pillar strategy

Communication

Awareness, informed, attitude

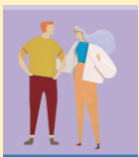
Education

Behaviour change, enablement

Self-help & support

Activation, usage, control

Key Audiences



Chronic disease



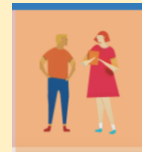
Young families



Carers



Older Australians



Vulnerable



Providers

Channels of reach



Healthcare Moments

GPs, pharmacy, ACCHO's hospitals, path labs
Video, printed materials
Advertising at key times and places



Consumer Advocacy

Member communication
offline and online
Support groups



Community Engagement & Education

DHS, libraries, community education channels, school curriculum



Digital & Publicity

Digital and social advertising
Social and clinical influencers
Articles, releases, blogs



Where to now?



Consumers decide
if they want a
My Health Record



Increase in clinical
documents uploaded to
My Health Record



Behaviour change in
the way My Health
Record is used

On track



On track



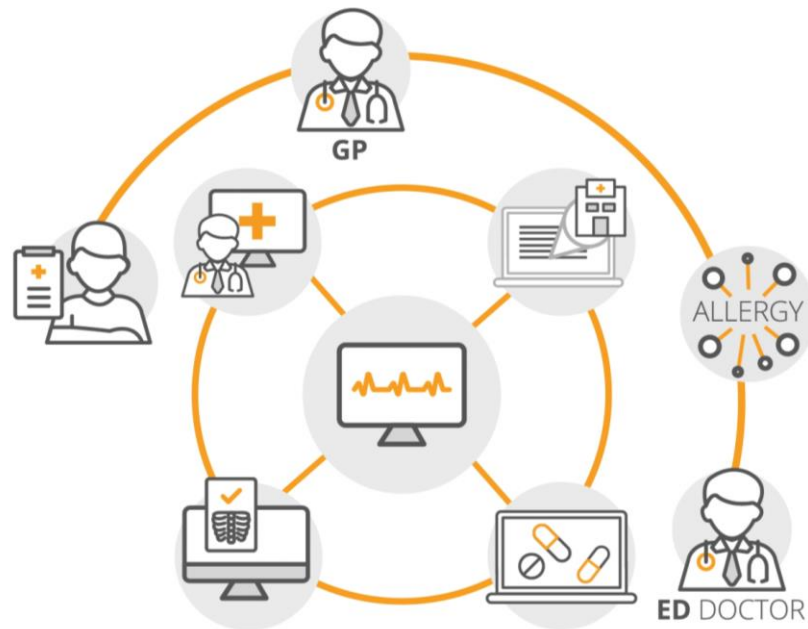
In progress



Secure messaging is a national priority

Secure messaging will enable health and care providers to easily find each other online and securely exchange clinical information in real time.

- Search directory
- Send and receive information securely
- End paper-based method



Interoperability – consistent and connected

Interoperability is about information that has a consistent meaning and how we move it between people, organisations and systems within health care.



Medicines safety program



2018/19 outputs

150,000+ Shared
Medicines Lists
uploaded to My
Health Record
nationally

Solution
Architecture
defined and
validated

Conformance
Framework
Drafted

Blueprint endorsed
by MSP Steering
Group, JAC and
Agency Board



Priority health areas

Priority health areas for Digital Health Test Beds

Consumer self-management, enhanced participation and empowerment

Priority health areas for Digital Health Test Beds (cont'd)

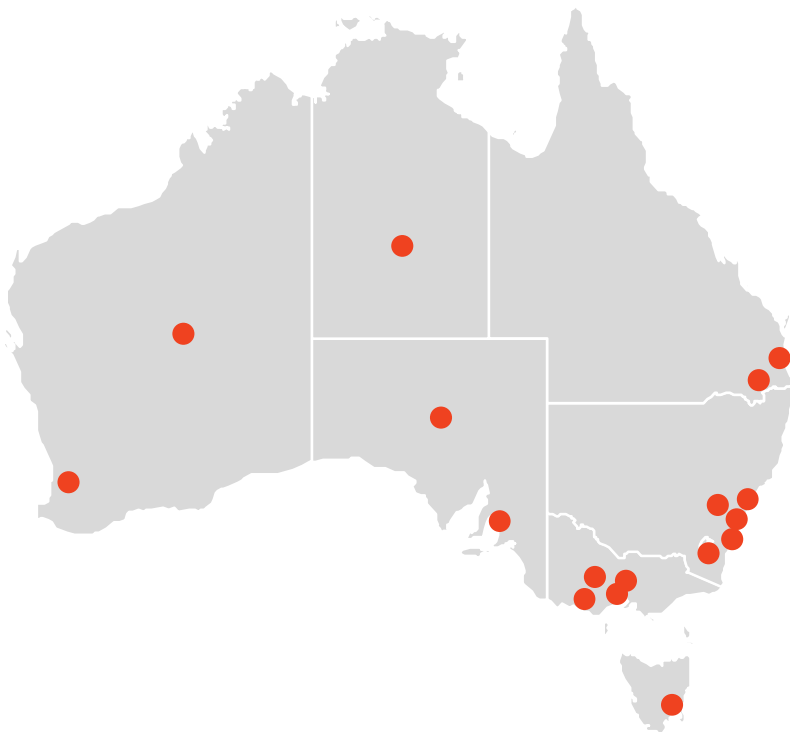
Patient experience	Digital literacy	Workflow efficiency	Integrated care	Primary and secondary prevention	Aboriginal and Torres Strait Islander health
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National Digital Health Strategy – Enhanced Models of Care – Health Priority Areas

End of Life Care	Chronic Disease Management	Aged Care	Children's Health Record	Emergency Care
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Enhanced models of care – test beds

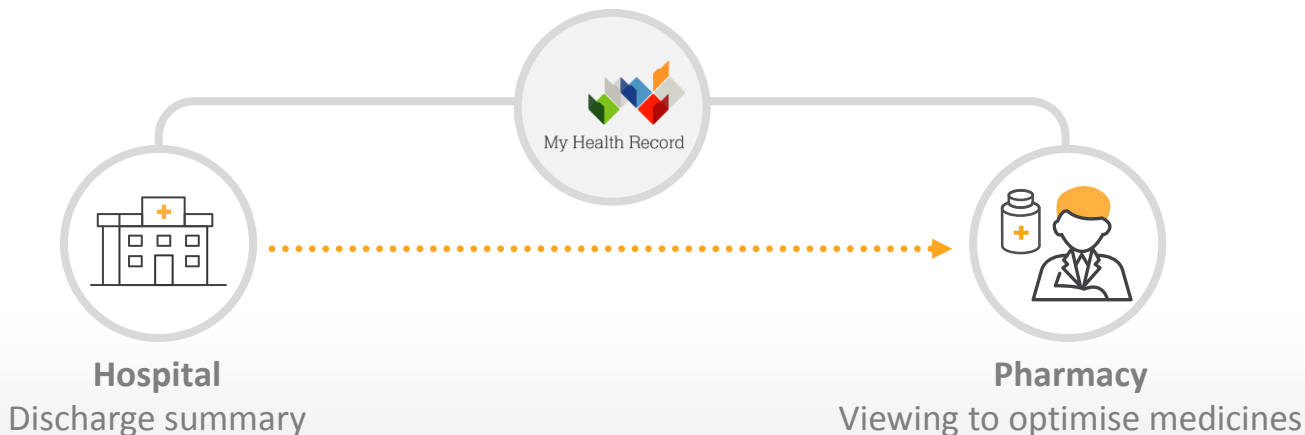


- 15 test beds
- \$8.5 million program
- Addresses health priority areas





Test bed 1 – Reducing hospital readmission



Aim – Increase engagement of people with their community pharmacy after discharge

Lead

easternhealth

Partners



Workforce and education initiatives



CXIO initiative

National network to
champion digital
health throughout
hospitals and
healthcare
organisations

Co-developed with
HISA and ACHI



Continuing Professional Development

Engagement with over
30 clinical peak
organisations and
account management



Fellowship by Training Program

Co-developed with
ACHI

Industry placements
for PhD candidates to
support Fellowship by
Training Pathway



Clinical Reference Leads peer to peer

Over 45 digital health
subject matter experts

Important link
between Agency's
technical, strategy and
policy teams and
healthcare providers



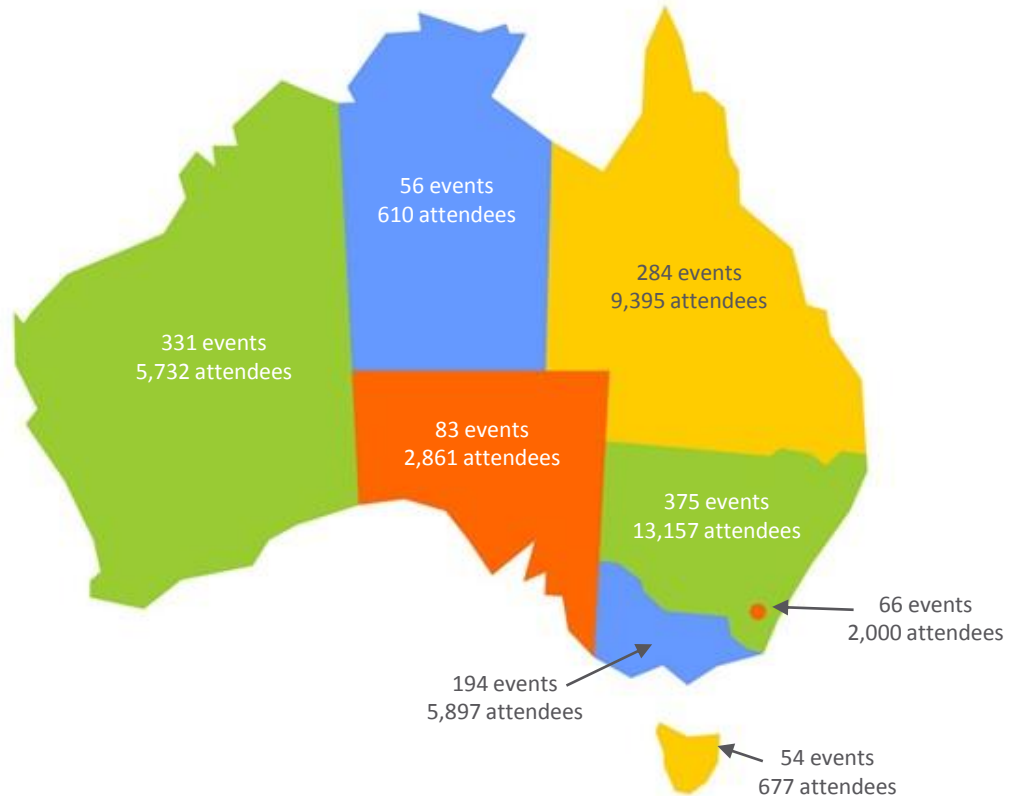
Education & PHN Partnerships Team

Date Created: 28th February 2019

MHR Expansion snapshot

Between 1st Sept 2017 – 26th Feb 2019

- 1,443 events held
 - 40,329 attendees



Mental Health Toolkit

The toolkit includes:

- an introduction to the My Health Record system and its benefits
- how to register for My Health Record
- how to connect to the system and configure the organisation's IT
- healthcare providers' privacy, security and consent obligations
- how to view information in a person's My Health Record and upload information to it
- who to contact for help and support.





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