

Digital Health: A Human Imperative

Angela Ryan RN FACHI

Acting Executive General Manager

Chief Clinical Information Officer

CoNNMO

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Australian Government

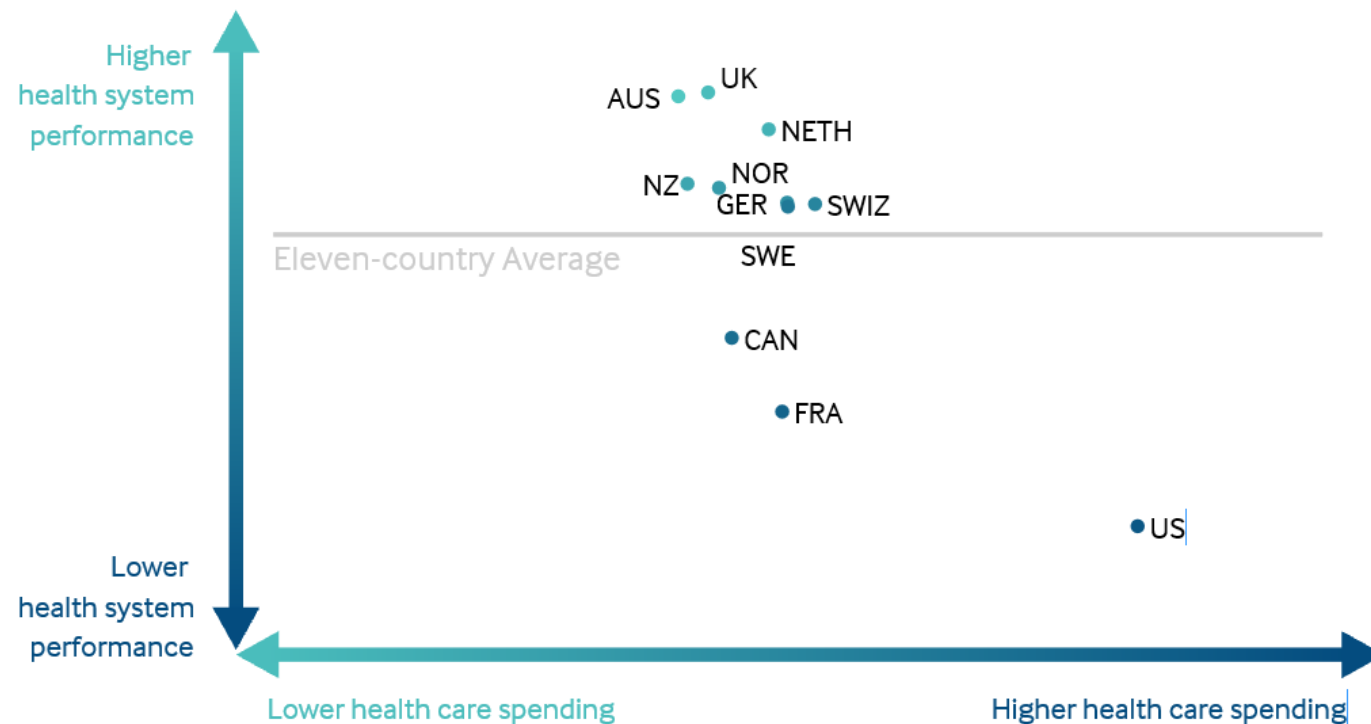
Australian Digital Health Agency

Australia produces high quality health outcomes



Commonwealth Fund (2017)

Exhibit 5. Health Care System Performance Compared to Spending



Note: Health care spending as a percent of GDP.



Better use of digital information can improve it further

An average 13% of appointments in general practice need follow up because of missing information.

Content shared digitally between clinicians and patients means reduced risk of lost information.

223,000 patients admitted to hospital due to adverse drug events costing \$1.2 billion – 2-3% of all hospital admissions.

Medicines information available securely online reduces safety risk.

14% of pathology tests are ordered due to lack of access to patient history.

People and clinicians will be able to see results of previous tests.

“

The use of digital technologies to deliver healthcare can be an enabler to support the delivery of better patient outcomes. Digital technology does hold great promise but the literature clearly indicates technology is not a solution on its own. Digital innovations must provide benefit and in most cases, complement existing proven models of care.

Royal Australian College of General Practitioners, submission to National Digital Health Strategy, 2017

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Australians want digital access to health and care services

Australians value our **high quality** healthcare practitioners and workers, and generally experience **affordable** and **accessible** care



Over **65%** of respondents say the Australian healthcare system is difficult to navigate. People want to know the cost, quality, and availability of services



More than **four times** as many people want to access their personal health information on their smart phone than do currently



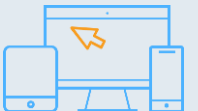
Over **45%** of respondents had difficulty accessing healthcare when they needed it. Top reasons given:

- Cost,
- Location, and
- Couldn't get an appointment



The **top three** activities people want to be able to do on their mobile device:

1. Manage their medications
2. Track their health
3. Request refill prescriptions





The Australian Digital Health Agency

The Australian Digital Health Agency is 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.

We are 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.

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When patients move between care settings, the absence of complete and up-to-date medication data can contribute to instances of care becoming high risk, resulting in medication misadventures and unnecessary hospital readmissions.

Pharmacy Guild of Australia, submission to National Digital Health Strategy 2017

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The role of the Australian Digital Health Agency

- 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



12 months on – what's been achieved

My Health Record

- COAG and clinical support for My Health Record national expansion
- Public & private pathology, diagnostic imaging and community pharmacies uploading
- Release 8 – Enhanced Medicines View

National Digital Health Strategy

- National conversation – over 3,000 people participated in 103 forums – Over 1,000 submissions and survey responses
- COAG approved on 4 August 2017, implemented 2018-2022

Secure Messaging

Undertaken proof-of-concept trials to overcome the barriers to secure messaging between providers

Interoperability & Data Quality

Launched initiative to develop an interoperability vision and roadmap for Australia

Innovation & New Models of Care

- Children's Health Collaborative (NSW)
- Supporting Telehealth (NT)
- Support Health Care Homes trial and more integrated management of chronic illness
- Improvements in information sharing in emergency care

The National Digital Health Strategy: delivery to 2022

Health information that is available whenever and wherever it is needed	MY HEALTH RECORD
Health information that can be exchanged securely	SECURE MESSAGING
High-quality data with a commonly understood meaning that can be used with confidence	INTEROPERABILITY AND DATA QUALITY
Better availability and access to prescriptions and medicines information	MEDICATION SAFETY
Digitally-enabled models of care that improve accessibility, quality, safety and efficiency	ENHANCED MODELS OF CARE
A workforce confidently using digital health technologies to deliver health and care	WORKFORCE EDUCATION
A thriving digital health industry delivering world-class innovation	DRIVE INNOVATION



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

“

Prioritise making the My Health Record shareable and used by all health professionals and in all health settings. This fundamental step will have massive benefits to consumers who will be able to trust that their information is being adequately communicated.

Consumers Health Forum of Australia

Key Facts



Two out of three patients experience a medication error of some sort on admission to hospital.



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.



Australian Government
Australian Digital Health Agency

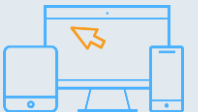
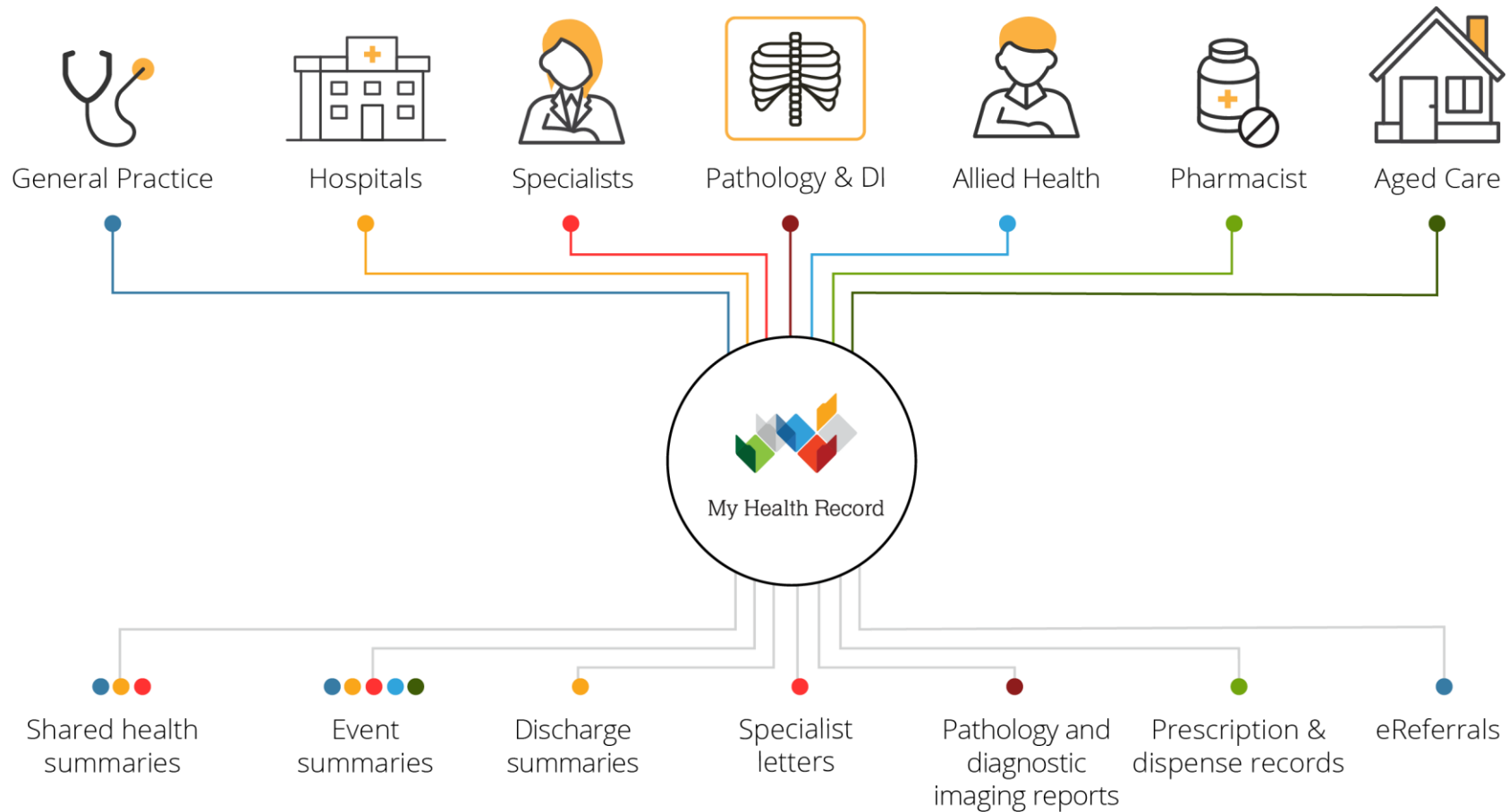


My Health Record

digitalhealth.gov.au



How does My Health Record work?



Privacy and Access: a new standard in patient confidentiality

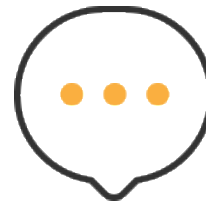
A person controls who has access to their My Health Record:



They can choose to decline access to specific documents in their My Health Record



They can set up a pin code that will mean only clinicians with permission can access their My Health Record



They can subscribe to SMS or email alerts that report in real time when registered provider organisations access their My Health Record



In an emergency, a clinician can exercise a 'break glass' facility – but instances are carefully monitored and reported to the citizen



All instances of access to My Health Record are monitored



My Health Record Opt-out Participation Trials

Nepean Blue Mountains and Northern Queensland

As part of the My Health Record opt-out participation trials, individuals in Nepean Blue Mountains and Northern Queensland had an opportunity to have a My Health Record automatically created for them.[^] As a result of the trial:



More than
9 out of 10
people across the two trial areas had
a My Health Record created for them

Only 1.9% of the population* in the two trial areas opted-out of having a My Health Record created for them.

Nearly 1 million individuals joined the 2.8 million people who are already benefiting from having a My Health Record.

~1m
people



2.8m
people, have a
My Health Record

What's next in the My Health Record Trials?



- Individuals were able to access their newly-created records for the first time.
- Individuals can set access controls and add emergency contact information to their My Health Record.



- Healthcare providers can view patients' newly-created My Health Records.
- Authorised doctors and healthcare providers connected to the system can upload to their patients' My Health Records.

My Health Record Statistics as at 24 September 2017

5,193,861
CONSUMERS
REGISTERED

54% **46%**



Female



Male

Consumer Registration

AGE RANGE	% OF TOTAL REGISTRATION
20 OR YOUNGER	36%
20 - 39	25%
40 - 64	25%
65 OR OLDER	14%

STATE AND % OF REGISTRATION

ACT 24%
TAS 21%
SA 19%

NT 21%
NSW 22%

VIC 16%
QLD 28%
WA 17%

Provider Registration

10,446 Healthcare Providers Registered

ORGANISATION TYPE	COUNT
General Practices	6,277
Public Hospitals & Health Services	785
Private Hospitals & Clinics	167
Retail Pharmacies	1,395
Aged Care Residential Services	184
Other categories of healthcare providers including Allied Health	1,411
Organisations with a cancelled registration	277

Approximately 21% of Australia's population is registered for a My Health Record



A mobile health record for every Australian by 2018

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 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

- If a person doesn't already have a My Health Record, a record will be automatically created for them in 2018, unless they choose not to have one.
- The Agency will work with the community early next year to provide further information on the My Health Record.

Key My Health Record system benefits



Avoided adverse drug events



Improved systems through secondary use of data



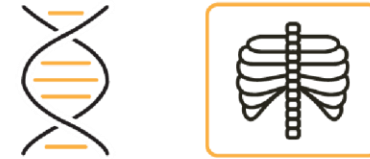
Enhanced patient self-management



Improvements in patient outcomes



Reduced time gathering information



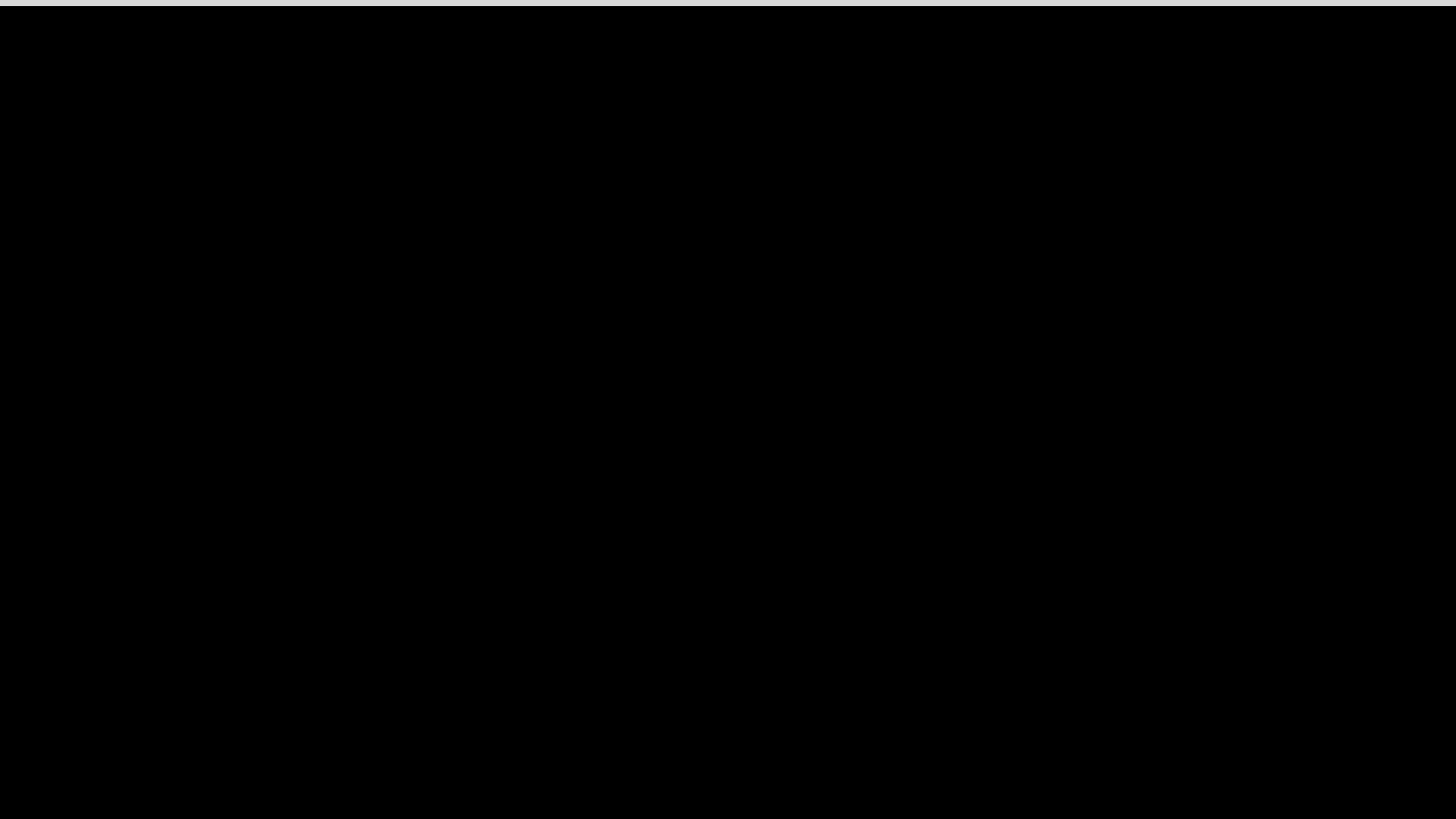
Avoided duplication services



My Health Record for carers

- supports and assists carers and those they care for to ensure **better connected care**
- gives carers control over health and healthcare services being carers and their dependents the ability to see their **prescribed medicines**, as well as **pathology** and **diagnostic reports**
- carers have the capacity to upload important health information including **allergies** and **advanced care directives**
- allows movement and sharing of a person's medical information from one healthcare provider to another



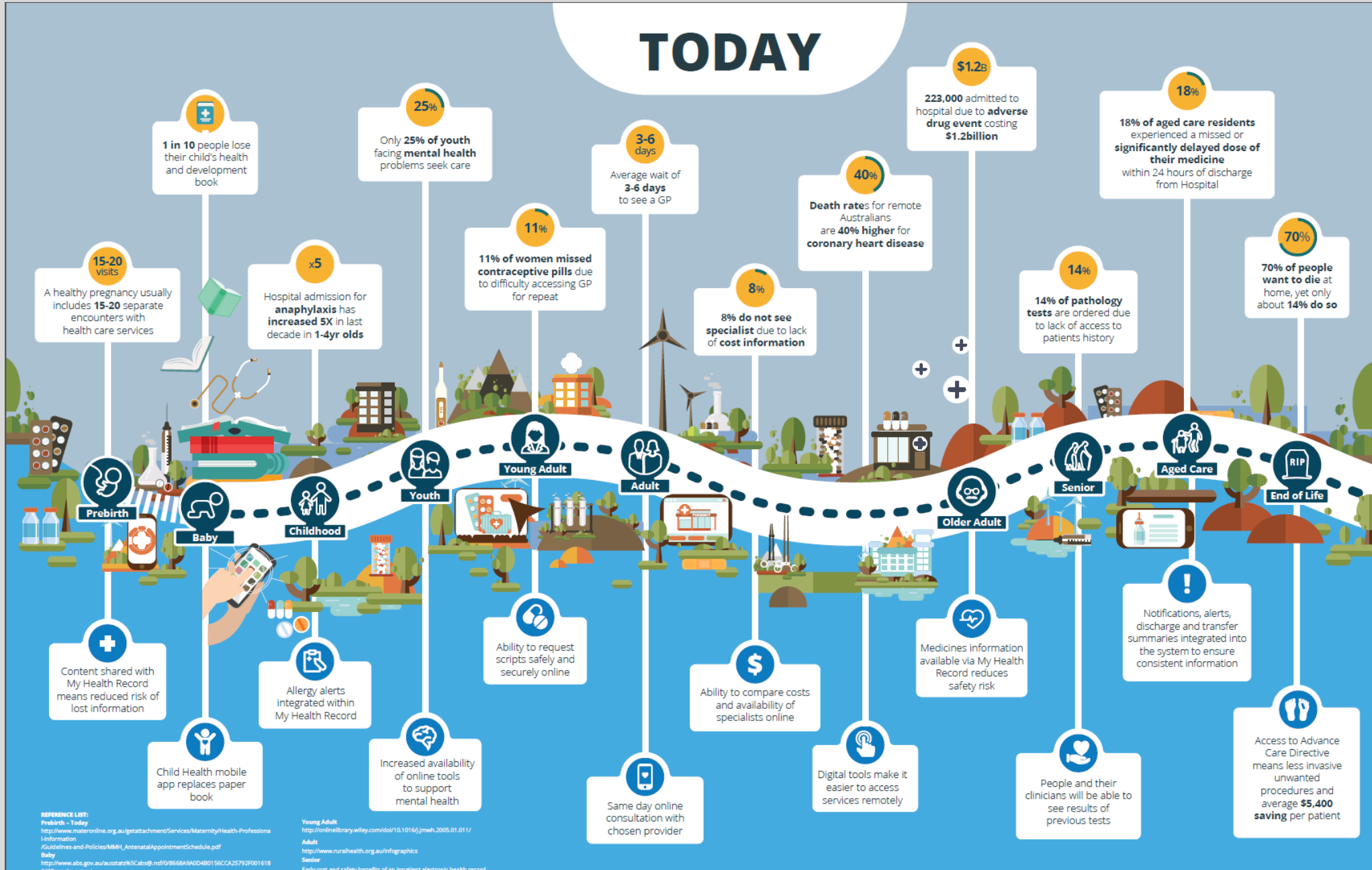


Digital technology can enable improved health and care outcomes but...

- **How will you make sure nobody is left behind?** *‘Digital inclusion is a basic human right,’* Aboriginal care worker, Western Australia
- **How good is the data?** Digital information sharing will support improvements in quality but may also expose poor record keeping
- **How safe is my data?** Healthcare providers will need to be best in class in promotion of information governance and security
- **What are the benefits?** International need for research focus on evaluation of impact on improved outcomes
- **How will you work with the community to make sure these services are what people want?** Health services will need to find new ways of collaborating with industry and civil society on the design of health services – especially those which depend on digital data



TODAY



FUTURE

Contact Us

Help Centre

1300 901 001

Email

help@digitalhealth.gov.au

Website

www.digitalhealth.gov.au

Twitter

<https://twitter.com/AuDigitalHealth>

