



Australian Government
Australian Digital Health Agency

My Health Record Expansion Program

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Use and Education Support

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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 23 September 2018



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My Health Record

Consumer Statistics



6,160,498 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
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% of total registrations	36%	25%	25%	15%
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State	ACT	TAS	SA	NT	NSW	VIC	QLD	WA
% of population	28%	25%	23%	25%	25%	20%	32%	21%

Approximately 25% of Australia's population
is registered for a My Health Record

My Health Record Usage



Clinical Document Uploads

7,739,896

Shared Health Summary	2,082,991
Discharge Summary	2,230,103
Event Summary	678,193
Specialist Letter	95,156
eReferral Note	95
Pathology Reports	2,352,005
Diagnostic Imaging Report	301,353



Prescription and Dispense Uploads

24,342,624

Prescription Documents	18,342,629
Dispense Documents	5,999,995



Consumer Documents

199,784

Consumer Entered Health Summary	128,890
Consumer Entered Notes	48,341
Advance Care Directive Custodian Report	19,575
Advance Care Planning Document	2,978



Medicare Documents

774,036,190

Australian Immunisation Register	2,706,998
Australian Organ Donor Register	680,129
Medicare/DVA Benefits Report	456,210,109
Pharmaceutical Benefits Report	314,438,954

Provider Organisation Statistics



13,909 Healthcare provider organisations registered

Organisation Type*	Count
General Practice Organisations	6,680
Public Hospitals and Health Services	830
Private Hospitals and Clinics	178
Pharmacies	3,735
Aged Care Residential Services	188
Pathology and Diagnostic Imaging Services	70
Other categories of healthcare providers including Allied Health	1,844
Organisations with a cancelled registration	384



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My Health Record

Provider Readiness Change & Adoption Model

Tier One

Awareness

September 2017 - July 2018



Provide information to Healthcare Providers in Australia to raise clinical awareness of the My Health Record and Expansion.

Tier Two

Enablement (Change)

August 2018 – February 2019

Education and support for clinicians in primary care, jurisdictions, ACCHOs and private hospitals to drive My Health Record clinical registration and use. Clinical Champions selected across stakeholder groups.

Tier Three

Participation (Adoption)

March 2019 – June 2019

Clinical change leaders will be trained to support increased use of My Health record across delivery partners.



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My Health Record

Provider Readiness: Delivering efficient, timely and appropriate Change & Adoption



Provider Awareness delivers the foundation for Change and Adoption, ensuring clinicians are conversant and comfortable with the My Health Record system



Provider Enablement is the commencement of Change and prepares clinicians for use through education, promotion of registration and uploading, development of clinical workflows and embedment of education into the business



Provider Participation is Adoption of the My Health Record system across all health sectors, leveraging refined education materials, workflows and clinical use patterns as identified through awareness and enablement. Participation success is indicated by consistent clinical use through embedded workflows, education adoption by the business and benefit to the consumer



Provider Readiness Pathway to Participation



Provider Readiness Outcomes

Provider Readiness seeks to drive increased clinical adoption and use across all healthcare sectors to enhance patient outcomes

Provider Enablement

Through engagement with delivery partners and clinicians the Provider Readiness stream will:

- Drive increased uploading and registration in primary care, including Private Specialists and Allied Health
- Work with jurisdictions to identify key ED's to support the development of Clinical Workflows, ED education material and induction packs
- Clinical peaks to drive ongoing communication, registration and use
- Private Hospitals to ensure continued engagement and use within specific service models

Provider Participation

Post Opt out, and in collaboration with delivery partners and clinicians, the Provider Readiness stream will:

- Promote registration, uploading and viewing in Primary Care
- Support jurisdictions to drive clinical use in ED's, outpatient wards, Pharmacy and hospital-wide
- Support Clinical Peaks to drive embedment and use
- Private Hospitals to promote workflow embedment and use



Provider Awareness – Completed Scope of Activities



Jurisdictions

- Jurisdictions engaged through contracted backfill roles to support Provider Awareness
- Agreement to provide Awareness to all clinical and frontline staff
- Jurisdiction specific education material provided to clinicians and support staff



PHNs

- 31 services contracts to undertake face-to-face My Health Record Expansion awareness activities with every GP Practice and every Community Pharmacy prior to the commencement of opt out
- Engage with Allied Health and Private Specialists to provide awareness prior to the commencement of opt out



Private Hospitals

- Awareness education provided to all connected private hospitals clinical and frontline staff
- On-demand education and sector specific webinar available to all 600 private and day hospitals



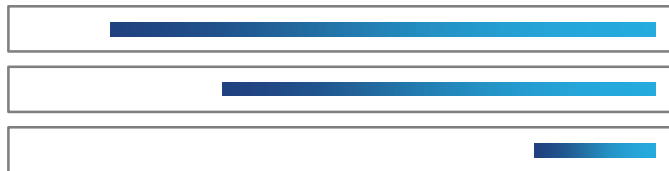
Clinical & Regulatory Peaks

- Delivery of CPD education material for Pharmacy, General Practice and Nurses
- GP, Pharmacy and allied health specific awareness delivered through peaks
- Messaging and information provided to all registered and self-regulated clinicians prior to the commencement of opt out.



Aboriginal Medical Services

- A&TSI Implementation working group
- All 146 Aboriginal Community Controlled Health Organisations (ACCHO's) provided awareness prior to opt out.
- All 8 National Community Controlled Health Organisation) NACCHO affiliates contracted to support Provider Readiness.



85% (6594) Registered

69% (4563) Uploading

15% (992) Viewing

7784*

General Practices

Awareness Completed

100% (7784) GP Awareness as at 18 July

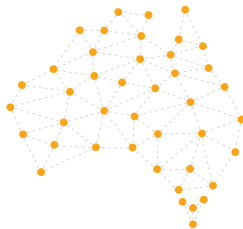
100% (5555) Pharmacy Awareness as at 18 July

All Jurisdictions engaged to provide awareness to clinical and front-line staff prior to opt out

14 Largest connected private hospital groups confirmed to provide awareness to clinical and front line staff prior to opt out

NATIONAL FIGURES

PRIMARY HEALTH SECTOR



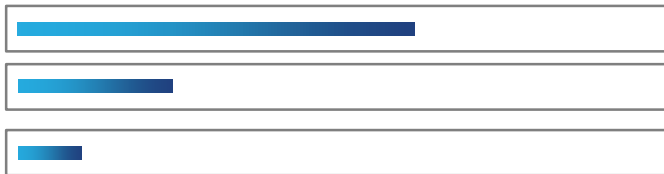
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Pharmacies

62% (3434) Registered

24% (814) Uploading

8% (435) Viewing



346

Specialists
Registered

756

Allied Health
Practices
Registered



*as at 30 August 2018

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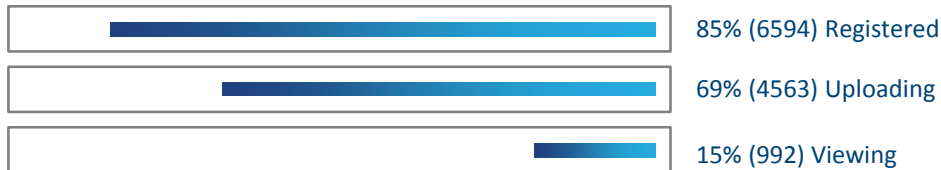
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My Health Record

Provider Enablement (Change Management) – Scope of Activities

	Jurisdictions	<ul style="list-style-type: none">• Contractual engagement and deliverables for Enablement and Participation• Development of workflows for Emergency Departments• My Health Record education material localised
	PHNs	<ul style="list-style-type: none">• Increased registrations in primary healthcare• Increased uploading and use• Mapping of Allied Health & Private Specialists
	Private Hospitals	<ul style="list-style-type: none">• Targeted education material available in private hospitals• Generic workflows available for localisation
	Clinical & Regulatory Peaks	<ul style="list-style-type: none">• Continued stakeholder engagement with clinical peaks• Delivery of CPD education• Identification and support of clinical champions across range of professions and healthcare environments• Toolkits, collateral and education to support specific professions across enablement and participation
	Aboriginal Medical Services	<ul style="list-style-type: none">• Increased registrations in ACCHO's• Increased uploading and use



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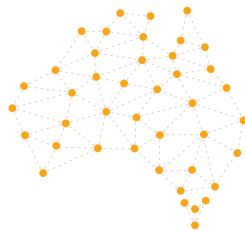
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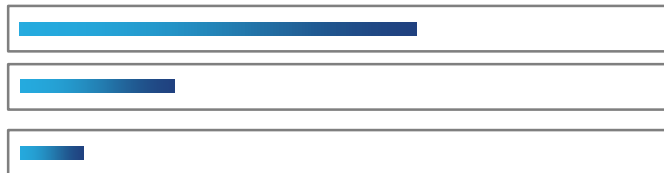
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Provider Participation (Adoption) – Strategy for Delivery

Participation Strategy Working with all delivery partners, Provider Readiness will accelerate and drive clinical use of the My Health Record through multidisciplinary clinical champions engaged to access, view and utilise information within the MHR

Participation Outcomes Accessing and viewing information on MHR is a part of everyday clinical workflow across the patient journey



Engagement with Nursing Peaks

Engagement with Nursing Peaks



Communication & Education

- Across variety channels and through range of peaks
- Endorsed collateral



Clinical Champions

- In partnerships with ACN on boarding 6 clinical champions
- Clinical reference leads



Mental Health Forum

- Engagement with professions across mental health care on use of MHR and priorities



CPD Education

- Self paced CPD compliant modules available mid Oct 2018
- Webinars, presentations, sessions

Tailored approach, building on past projects and relationships to align with tiered delivery



Questions



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Contact us

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Email	genevieve.donnelly@digitalhealth.gov.au
Website	www.digitalhealth.gov.au
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