



HealthConnect SA is funded by the Australian Government and is delivered through the SA Department of Health.

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**2008 promises to be an exciting year at HealthConnect SA, with all of our e-Health projects now well underway. A major initiative for HealthConnect SA has been, and will continue to be, the development of an electronic care planning system. It is also an important initiative from a government perspective, as an effective electronic care planning system will help to address one of the government's key health challenges, the growing burden of chronic disease.**

I am very pleased to announce that Pen Computer Systems Pty Ltd have been contracted to develop Stage 1 of the e-Health Care Planning System (formally the South Australian Care Planning System). The name change reflects the need to identify this care planning system as an e-Health initiative, and to distinguish it from other care planning work being undertaken within South Australia.

We know from the findings of the Care Planning and Communication Trial completed late last year, that health care providers welcome the opportunity to collaborate more effectively in order to provide a more coordinated and efficient level of care to people with chronic disease. An electronic care planning system is a tool that can assist health care providers in this process.

In this issue of HealthClix we outline how this system will be developed, and update you on our other important e-Health projects.

**Andrew McAlindon** *Director*

## e-Health Care Planning System is underway

**The development of the South Australian based e-Health Care Planning System is now underway! The e-Health Care Planning System will allow general practitioners to develop a web-based care plan for patients with chronic conditions, facilitating better collaboration between the health care team to deliver more coordinated care to people with chronic conditions.**

### Who will develop the system?

Pen Computer Systems Pty Ltd, a leading Australian owned Health Informatics company, have been contracted to develop Stage 1 of the e-Health Care Planning System. Pen Computer Systems have delivered specialised health information systems to the primary health care sector in Australia for over 15 years, collaborating with public and private health care providers and research institutes to deliver customised IT solutions to the health care sector. To find out more about Pen Computer Systems, go to [www.pencs.com.au](http://www.pencs.com.au).

### The development process

HealthConnect SA has chosen a staged approach for the development of the e-Health Care Planning System. Stage 1 will deliver a fully functional system prototype to enable stakeholder testing and approval in readiness for a full system build and state-wide deployment. The benefit of a staged approach is that it will enable key stakeholders to be actively involved in the design and development of the system, so it meets the needs of health care providers and where possible interfaces with existing clinical software.

As part of the process, feedback will be sought from key stakeholders via HealthConnect SA's Stakeholder Reference Group, Consumer Reference Group, the newly formed e-Health Care Planning System Development Group and Care Planning and Communication Trial participants.

### What will be delivered?

Not only will the e-Health Care Planning System deliver a working prototype by September 2008, it will also offer health care providers the opportunity to access various "electronic support tools" via a specially designed computer screen side bar. These tools will include:

- Clinical Audit Tool – a software tool that operates in collaboration with the GP Clinical desktop system to present the GP and practice staff with meaningful clinical information from their own patient data, allowing them to more effectively target patients with particular needs or specific health risk profiles.
- Electronic interface with Lifescripts – Lifescripts provides GPs and their practice staff with tools to assist patients to make healthier lifestyle choices. The program is currently being delivered through the Australian General Practice Network (AGPN) and via SA Divisions of General Practice (SADI) in South Australia.

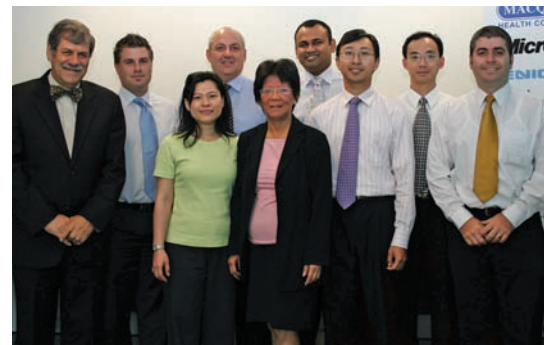
Further clinical support tools are currently being developed and will be announced shortly.

**For further information about the e-Health Care Planning System, go to [www.healthconnectsa.org.au](http://www.healthconnectsa.org.au) or contact Cathy Teager at HealthConnect SA on 1300 767 881.**



### PEN Melbourne Team

*From Left to Right: John Miller-Williams, Senior Software Engineer; Karen Young, Project Manager; Christine Chidgey, Software Projects Officer; Kim Walcott, Project Manager; Igor Politov, Senior Software Engineer. Front Row: Brett Esler, System Architect; Vlad Setchin, Software Engineer*



### PEN Sydney Team

*Back Row: John Johnston, Managing Director; Ben Johnston, Business Communications Manager; Olly Shestovsky, Senior Help Desk; Mahesh Hettividanaralage, Software Engineer; Jim Ma, Software QA; Front Row: Thu Ong, Software Engineer; Yvonne Ding, Accounts and Admin Manager; Ben Young, Senior Software Engineer; Tarkan Shahho, Technical Services Manager*



## Secure Electronic Messaging

**HealthConnect SA has received funding from the Australian government to promote and increase the uptake of secure electronic messaging amongst private primary health care providers. The purpose of this project is to assist South Australian health care providers to implement secure electronic messaging within their practices, enabling them to communicate with other members of their communication network securely.**

Secure electronic messaging uses encryption software in order to 'lock' the message prior to sending electronically. The person receiving the message must have the same encryption software to unlock the message once it has been received. HealthConnect SA has chosen to deliver the packages via the Divisions of General Practice.

Each participating Division will coordinate the rollout of secure electronic messaging software to networks of GPs, specialists and allied health providers within their Division.

The following Divisions of General Practice are currently participating in the HealthConnect SA Secure Electronic Messaging Project:

- Adelaide Western General Practice Network
- Adelaide Northern Division of General Practice
- Adelaide North Eastern Division of General Practice
- Adelaide Central and Eastern Division of General Practice
- SADI, representing rural Divisions of General Practice.

**Secure electronic messaging packages will be available from March 2008. For further information, contact Scott Nell at HealthConnect SA on 1300 767 881.**

## Be part of the Health Provider Registry!

**Over recent months the Health Provider Registry (HPRy) has been coordinating the receipt and processing of consent forms received from allied health professionals and practices. HealthConnect SA and the SA Divisions of General Practice Inc (SADI) have been working together to increase the registration of allied health professionals on the HPRy.**

The inclusion of allied health professionals makes the HPRy a central and authoritative source of health providers' contact details, enabling communication of patient information across the state.



*The HPRy Team: Colleen Bloomfield, Jill Poulton, Kelly Quinlan and Gary Holzer.*

The HPRy is supported by the Divisions of General Practice, specialist colleges and allied health professional bodies listed at [www.sadi.org.au/hpry](http://www.sadi.org.au/hpry).

The Health Provider Registry will provide doctors and allied health professionals with the following benefits at no cost:

- One place for health care providers (eg GPs) to go for referrals and communication.
- A web-based, maintained service directory free of charge, of GPs, specialists and allied health care professionals in South Australia that have agreed to be listed on the registry.
- Enable practitioners to generate more appropriate referrals.
- Facilitates more timely and accurate distribution of patient's clinical information to health care providers participating in care planning activities, including medication reviews.
- Saves time, as practitioners will only need to update their contact details once whenever their details change, either via their association, or via the HPRy online. You won't have to tell each member of your network of health care providers that you've changed contact details.

- Will ultimately provide the electronic address book details for providers participating in secure electronic messaging.

Your consent will ensure that your information can only be used for patient care, such as referrals. It will not be used for marketing purposes of any kind. If you have not yet returned your consent form, you can fax it to 1800 001 140.

Thank you to those allied health professionals that have already consented. Distribution of practice logon details for this group has now been finalised, so if you haven't received your logon details please contact the HPRy team.

**For further information or to obtain a consent form, contact a member of the HPRy team on 8271 8988 or go to [www.sadi.org.au/gprr/](http://www.sadi.org.au/gprr/).**



# Health in Space

By Lyrian Flemming, Communications Officer, NEHTA

**The digital age and the opening of cyberspace via the internet have promised to revolutionise healthcare. HealthConnect SA is a part of this revolution, and is watching the work being done by the Australian government on another revolutionary part of e-health, the 'Personal EHR'.**

## Personal knowledge

Any encounter between a patient and a healthcare practitioner generates a large amount of information. Central to a smoothly functioning health system is how this information is managed and shared. Access to cyberspace should make this possible, and that is where the Personal EHR (Personal Electronic Health Record), previously named the Shared Electronic Health Record, comes in.

The personal EHR is a centralised personal healthcare record containing an individual's health information that will be accessible by chosen health professionals. A national personal EHR scheme will allow for the electronic transmission of referrals, prescriptions, pathology requests, reports and discharge summaries beyond state and territory borders. Establishing an efficient e-system to share health information will have far reaching benefits for patients and practitioners.

## Personal EHR benefits

Using the personal EHR, patient records will finally be truly portable. In an increasingly mobile population that is good news for health management. The personal EHR will potentially reduce unnecessary hospitalisation by allowing patients with stable chronic disease to self-manage their condition. For the practitioner, increased access to information will assist in better meeting individual patient needs.

Dr Mukesh Haikerwal, past-President of the Australian Medical Association says, "The great benefit of the personal EHR is that people's health information, useful for ongoing health management, will be assembled in one place for the first time, and be available to a healthcare provider anywhere in Australia. This facilitates better decision making by the practitioner."

This is just the beginning of what the personal EHR can offer. "The next step," says Dr Haikerwal, "is to improve delivery of care by having access to what has already been done, so that you can build on it."

Of course e-health and facilities such as the personal EHR do not happen overnight and they do not arise by chance. HealthConnect SA is playing an important role in developing local e-health solutions which will be incorporated into the national work being done by the National E-Health Transition Authority (NEHTA).

## Making it happen

NEHTA was set up in July 2005 by the Australian Federal, State and Territory governments. Since then it has been working to put into place the infrastructure that will allow e-health to take off nationally.

Dr Ian Reinecke, CEO of NEHTA, says the work put into developing the foundations for a national personal EHR will result in substantial productivity gains in the health sector. "It is estimated that 25 per cent of a clinicians' time is currently spent collecting data and information rather than administering care," says Reinecke. "Up to 18 per cent of medical errors are estimated to be due to the inadequate availability of patient information, and preventable medication prescribing errors are estimated to cost \$380 million per year in the public hospital system alone."

For a shared, centralised system to work, there needs to be a unified terminology. NEHTA has been taking a leading role in national and international forums to develop a standardised terminology for the personal EHR that meets the local needs in Australia but will also allow the information to be shared internationally if necessary.

NEHTA has also obtained agreement from all Australian governments to develop a National Product Catalogue. This centralised database will allow those working within the health system to access essential information about health products from one reliable electronic source.

The other focus of attention for NEHTA is identity management. As part of the framework for the personal EHR, NEHTA is developing a system that will uniquely identify each healthcare provider in the country. To complement this NEHTA is developing an individual identification system to securely communicate any one person's health information.

## Privacy assured

One of the central concerns when it comes to sharing health information is privacy. As information is being exchanged across different health IT systems security is central to the success of the personal EHR. To ensure the security of the system NEHTA is incorporating privacy and security requirements from the outset. One result of the personal EHR will be improved patient privacy as there will be clear audit trails and tight authorisation procedures for access to records.

A carefully implemented e-health system has a lot to offer all levels of health in Australia from patient through to governments. The bottom line according to Dr Reinecke is, "Properly implementing the personal EHR will create an efficiently communicating healthcare system allowing individuals to share selected health information with clinicians wherever and whenever required."

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## Secure Broadband Grants for Allied Health and Pharmacy

The Secure Broadband Grant project which has been running since 2005, is due to finish in June 2008. To date, more than 1000 Commonwealth funded grants have been distributed to private South Australian health care providers working in primary health care.

There are still a limited number of grants available for South Australian health care providers, with a focus on allied health and pharmacy.

Eligible pharmacies can take advantage of a Security Health Check (\$500 grant), to ensure:

- their security software is up to date
- their essential data is being backed up and can be restored
- windows is being updated regularly
- their internet banking details are secure
- their staff are trained to respond to IT security threats
- they are prepared for accreditation.

Allied health providers not only receive the above Security Health Check, but may also be eligible for a Software and Hardware Security package and an ADSL broadband connection (\$3,000 grant).

To find out more about the grants available, call Kim or Kay at HealthConnect SA on 1300 767 881, or download the relevant Registration of Interest form from the Secure Broadband Grants page on the HealthConnect SA website at [www.healthconnectsa.org.au](http://www.healthconnectsa.org.au).



### Who to contact in the HealthConnect SA Team

Contact	Position	Project
Andrew McAlindon	Director	All projects
Cathy Teager	Senior Project Manager	e-Health Care Planning System
Rebecca Ryan	Project Officer	e-Health Care Planning System
Sheena Stell	Project Officer	e-Health Care Planning System
Kay Tetlow	Project Officer	Secure Broadband Grants
Kim Rusalen	Project Officer	Secure Broadband Grants
Scott Nell	Senior Training Officer	Secure Messaging
Maritsa Orphanou	Office Manager	Business Operations
Naomi Pearson	Communications Manager	Communications
Sasha Morgan	Communications Officer	Communications
Kathy Kayias	Executive Assistant	Administration support
Alan Nankivell	Advisor	

Email address format is *firstname.lastname@health.sa.gov.au*

### About us

HealthConnect is a joint Australian, State and Territory Government initiative.

HealthConnect SA is guiding the implementation of secure connectivity and e-Health systems to enable health care teams to manage patients with chronic conditions collaboratively.

HealthConnect SA is funded by the Australian Government and is being delivered through the SA Department of Health.