

Developments from Information Services Service Level Alliance over the past few months:

- **Development of a regional Patient Administration System**
- **eReferrals implemented in more areas**
- **ePrescribing in use in more wards**
- **Planning for final stages of Health Connect South roll out**
- **Shared Care Record continues to develop to link community and hospital care**
- **New staff to support Information Services Service Level Alliance programmes**
- **Development of Mental Health clinical record module within Health Connect South**
- **Provation roll out nearing completion**

New Health Connect South Mental Health module to go live in West Coast

The Mental Health module, accessed through Health Connect South (Concerto) is about to be implemented at West Coast DHB, before being introduced across the rest of the South Island. The module brings together all the client's relevant information, including assessments, treatment plans and details of other people involved in their care. This integrated view, together with features such as prompts to arrange follow up appointments, will enable mental health staff to spend more time with clients and provide them with more comprehensive care.

West Coast Mental Health clinical staff have been working closely with system developers Orion Health to ensure it meets the complex needs of mental health services. The process has enabled West Coast staff to look at their processes and reduced over 200 forms for different circumstances down to 22 core documents. It is believed the system will save staff time, as data and information entry is easier, more integrated and the electronic processes more streamlined.

Significant attention has been paid to ensuring the system complies fully with all security and privacy processes. The system has a stringently audited 'break glass' feature that means those not directly involved in the treatment of a client have to enter a reason before they can access the file.

Good progress on regional Patient Administration System

The five South Island DHBs are working towards having a single Patient Administration System that will enable clinical and administrative functionality to be integrated in a way not currently possible, making things simpler for staff and providing patients with a safer, more efficient health care service. Following a rigorous selection process, in late 2012 the Alliance selected Orion Healthcare to partner with to develop and implement the new system across the South Island.

Currently, local leads in each DHB are working across clinical, administrative and IS teams to establish the wide range of systems and processes that are currently used, then feed this into shaping how the regional solution will function. This engagement from DHB staff will be essential to ensuring the system works well for each DHB now and in the future.

The new system will focus on 10 core modules that will represent the key functionalities of the new system: Registration, Referrals, Waitlist Booking and Scheduling, ACC, ED, Discharge, Reporting and Business Intelligence, Mental Health and Regional Services.

This is an exciting programme that will not just replace the incumbent system, but will streamline the patient journey, simplify staff workflow and meet the changing needs of health services in the future.

Through the South Island Alliance, South Island DHBs have committed to taking a combined approach to delivering and improving information systems. The shared investment will avoid duplication of costs and wasted resources, while working collaboratively will mean a more efficient, safer transfer of patient information between services around the region.

Provation software being introduced across South Island

Provation, is a software tool that enables standardised, high quality reporting following endoscopy procedures and links into Health Connect South (Clinical Workstation). The key benefit of Provation is that clinicians can share reports that will contain all the necessary information and high quality images to improve patient outcomes.

Provation has been in use in Canterbury DHB for two years, and has now been successfully implemented in Nelson Marlborough and West Coast DHBs. South Canterbury and Southern DHBs are now both in the process of joining the regional solution.

Provation is a relatively simple solution that enhances the quality and safety of a service in our region. Additionally, by working collaboratively through the Alliance, DHBs were able to garner significant cost savings on the software.

Health Connect South bringing together patient information

Progress to implement Health Connect South across the South Island continues with work underway to plan the roll out the system in Southern and Nelson Marlborough DHBs, following the successful implementation in Canterbury, South Canterbury and most recently West Coast.

As Health Connect South is a single repository for clinical records, it means clinical staff can access patient information currently stored in many different systems in one patient-centric view. The fact that a single system will be used across the South Island, means that as patients move or are transferred to specialists in other districts, their clinical information is still easily accessible, while remaining contained in a secure system.

New functionality is constantly being added to Health Connect South, including developments like the Mental Health Module that has just gone live at West Coast DHB. Other regional upgrades are due to be implemented in September.

To have a regional clinical workstation like Health Connect South is unprecedented in New Zealand and is a major step forward in being able to provide the geographically dispersed South Island population with better quality care.

Information Services welcomes new Regional Programme Managers

Regional programme managers have been appointed to lead and co-ordinate the rollout of key information services initiatives:

- Health Connect South—Debbie Beesley
- eMedications—Richard Jocelyn
- Patient Administration System—Nick Lannigan (Executive Regional Manager) and Linda McKay
- eReferrals and electronic shared care record view (eSCRV) - Ray Emmerson.

The Regional Programme Managers each bring a wealth of experience and knowledge in information systems development and implementation in the health sector. We pleased to have this dedicated resource available to ensure the rollout of these vital programmes occurs in a smooth and timely way.

Hannah Ashmore-Price has also recently joined the team as an administrator.

eReferrals roll out to more areas

After firmly embedding in Canterbury over the past 18 months, eReferrals is now also live in West Coast, South Canterbury DHBs and Marlborough PHO and has had an incredibly positive response from GPs using it to make referrals to specialist services in place of the old system where GPs wrote referral letters.

GPs have said the system is simple and intuitive to use, with one commenting that the pre-formatted referrals specific to specialities reduce the time taken to complete a referral by some 50 per cent, so that most referrals can easily be done during the consultation.

eReferrals is great example of how teams across the South Island, in this case the Alliance, DHBs, and PHOs, in particular Pegasus Health which led the software development, can all work together to achieve a real improvement in the way health services operate.

Attention is also turning to Stage 2 of the project where eReferrals will be received through Health Connect South, with the benefit of further integrating patient information into one repository.

The rollout of eReferrals will continue to other areas over the coming months, meaning soon all of the South Island will benefit from a faster, more reliable referrals system where referrals can be monitored and tracked, and patients can easily be transferred between services or DHBs.

eSCRV working to integrate community and hospital care

Electronic Shared Care Record View (eSCRV) enables clinical staff in hospitals, general practice, community pharmacy dispensing and care co-ordination to view relevant patient from other health care providers. Information that can be viewed is strictly limited to what is needed for patients to be treated effectively by the clinician viewing it, so for example, a community pharmacist may be able to see information on allergies, while an ED clinician may be able to see recent test results ordered by the patients GP.

Work has been underway for some time to roll out eSCRV to health care providers in Canterbury and to refine functions, with the intention that the system will be implemented across the South Island.

Currently 116 of the 128 Christchurch GP practices have installed the necessary software, with GPs accessing eSCRV shared information from the DHB for many patient consultations. All 108 of the open pharmacies in Christchurch have access to eSCRV with over 7 million items dispensed being recorded into the data repository so far. The process of loading GP patient data into eSCRV is in the pilot phase, and currently 78 of 117 sites are providing data. Once this process is complete, information from Nurse Maude will also be added to eSCRV.

eSCRV is key in providing more integrated, streamlined and efficient care for patients – there are clear benefits for the quality and safety of patient care through clinical staff having a better picture of their patients relevant health information.

However, patient privacy and control of information is also vital and Canterbury DHB is undertaking a public awareness campaign to explain the system and ensure people are aware of the option to remove themselves from it. To assist with the campaign, training sessions are being provided to front line staff and personnel likely to be asked about eSCRV. The concise training sessions have been well received with positive feedback provided to the trainers.

ePrescribing in more wards and preparing to go regional

The eMedicines programme is gathering momentum with 13 wards at Dunedin Hospital now using Electronic Prescribing & Administration (ePA or ePrescribing) and planning well underway at Christchurch Hospital to begin implementing it later in the year.

In late July ePrescribing began rolling out to surgical areas of Dunedin Hospital, including the introduction of access to e-prescribing charts in operating theatre for the first time. Having access in operating theatres enables anaesthetists to electronically review the chart and prescribe post-operative medications which can be electronically administered from the theatre recovery area back to the ward ensuring a complete medication record for the patient.

ePrescribing is a major step forward in improving patient safety and quality of care due to the reduction in medication errors. The system significantly reduces the risk of errors that can result from handwritten notes and automatically alerts clinicians to potential errors such as over-prescribing, or medication allergies. When ePrescribing was piloted in a Dunedin ward, it was found to reduce medication errors by over 90 percent and there is ongoing work to evaluate the benefits and patient harm reduction as the system rolls out to other areas.

Staff have been enthusiastic about the new system, having seen the clear benefits in other wards. Having prescriptions clearly readable and recorded gives staff a greater sense of confidence and surety about the medications they are dispensing. Additionally, nursing staff have reported that the new system saves them time, as hand written prescriptions do not have to be rechecked with the prescribing clinician.

While ePrescribing is perhaps the most fundamental change to medications management, it is just one aspect of the eMedicines programme, which will introduce electronic monitoring and reconciliation of medications more widely.