Improving health with data – a primary health care perspective

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Creating a digital health future for Australia

Australian Digital Health Agency
The current landscape

**Chronic diseases**
are the leading cause of illness, disability and death in Australia, accounting for **90%** of all deaths

**1 in 4** Australian children are overweight or obese (**25%**)

**One million**
Australians have been diagnosed with diabetes

**Nearly 40%** of Australians aged 45 and over have two or more of the eight chronic diseases

January 2016, Australian Institute of Health and Welfare, Minister’s announcement 2016
The future

“The great digital health revolution lies literally in the palms of consumers...what if you, as a consumer, were able to take your personal Medicare and Pharmaceutical Benefit Scheme data to a health care service, to an app developer, to a dietician, to a retailer, and say, ‘How can you deliver the best health services for my individual needs?’”

_The Hon Sussan Ley MP, Minister for Health, National Press Club address, 21 October 2015_
Improving lives with digital health

• How can we help people live healthier, happier and more productive lives?
• Digital health can make a real difference to people’s health by giving them greater control and better access to information
• Digital health enables people to manage their own health and be at the centre of their own healthcare
The Australian Digital Health Agency

- Tasked with improving health outcomes for Australians through the delivery of digital healthcare systems
- The Agency includes activities and resources transitioned from NEHTA, and also from the national **My Health Record system** operation activities, previously managed by the Commonwealth Department of Health
- Commenced operations on 1 July 2016
What now for Digital Health?

• We are here to **listen**
• We are here to **consult**
• We are here to **engage** with **practitioners** and **people**
• We will collaborate on **improving health outcomes** with digital health
• We are champions of **innovation**
Key success factors - What’s in it for me?

- User experience – patients, providers
- Clinical leadership, engagement & change management
- Co-design = useful and useable products
- Privacy, confidentiality, security, legislation
Key success factors – National approach

• Digital health foundations
  • Identifiers; Authentication; Terminology, Secure Messaging, Clinical Documents, Supply chain

• EMR/My Health Record

• Quality Data = Structured, Coded Data

• Data analytics - Health outcomes

• Secure messaging - Interoperability

• Mobile platform – APPS
National approach - improving health with Data

- Data sources and quality
- Methodology and Benchmarking
- Data interpretation and presentation
- Privacy
- Data governance, training and research
Data governance, training and research

• Roles of PHIDU, PHCRIS, AIHW and NPHA

• Supporting clinicians quality data coding (e.g. RACGP + other colleges, AGPAL, GPA, PHNs)

• Role of My Health Record (data quality & safety)

• Population health training for PHN boards & staff

• Research and Development
A Primary care perspective

- GP practices + other PHC providers
- RACGP + other Colleges – clinical leadership
- PHC organisations - PHNs, ATSI + LHNs
- NPS - MedicineInsight; Health Direct – HealthMap, NHSD

- Commonwealth – Primary Heathcare Advisory Group Report
  - Heath Care Homes project

- States e.g. NSW - HealtheNet/Integrated Care project
Clinical Leadership

• RACGP and other Colleges
• RACGP - Medical Home Model of Care
• RACGP Accreditation Standards
  • 4th Standards for General Practices – released 2010
  • 5th Standards - in consultation phase – due for release Oct 2017
    • RACGP – Computer & Information Security Standards 2nd Edition
    • Quality improvement module (QI 1.3B) aimed at improving clinical practice
      • new Standards will have indicators
      • Reflecting importance of a team-based approach
• Accreditation bodies – AGPAL, GPA, QIP
Incentives

- Digital Health Incentive Payment (ePIP)
  - Integrating Healthcare Identifiers
  - Data Records and Clinical Coding
  - ePrescribing
  - Secure Messaging
  - Upload Shared Health Summaries to My Health Record for 0.5% of SWPE (new requirement per quarter starting 1 May 2016)
Data Records and Clinical Coding Enablers

- Quality Data – structured, coded data
- Change management/support – PHNs
- Clinical Data Quality Improvement Tools
  - Doctors Control Panel
  - PEN CAT4
  - Canning Tool
  - Medical Director Insights
  - Best Practice SQL queries
  - Polar/Grhanite
Brisbane South PHN Building Digital Health

- Enrich digital health foundations
- Assist with registration, implementation and training of the My Health Record system
- Improve Data Quality with General Practice
- Streamline Business Processes
- Targeted and relevant resources

Building Digital Health Achievements

Building Digital Health

Thank you for your
practices
for helping us achieve
an increase well over
our target!

**Key Achievements 2015/16**

- **210 Event Attendees**
  - We conducted 8 education events where 210 practice staff attended.
  - Of the 210 attendees, 88% rated their learning outcomes as met.
  - Across all events, 86% said they were likely to change their practice based on the information from the sessions.

- **321 Individual Training Sessions**

**Improvements in Data Quality**

- **Smoking**
  - Smoking status recorded increase in region.
  - 6%

- **Alcohol**
  - Alcohol consumption status recorded increase (but were gradual).
  - 5%

- **Chronic Disease**
  - Condition increased by.
  - 6%

- **Diabetes Testing**
  - Comparison of Diabetes GP increase due minorities.
  - 20.1%

- **Pap Smear**
  - Women aged between 18–70 who had not had a Pap Smear (increased).
  - 5%

- **75+ Health Checks**
  - Men group.
  - Women group.
  - 23%

**A note from a Practice Manager**

Thanks to all of you for your help and organisation of this major change! I think it was extremely well planned and implemented for this, which makes it very effective for us to pool it across practices at our level.

Travel expenses, practice manager turnover, family income.

**Ph:** 1300 467 265

For information about Brisbane South PHN:
email: phn@bphn.org.au
Visit our website: phn.org.au

www.digitalhealth.gov.au
# My Health Record statistics

## Consumer statistics

<table>
<thead>
<tr>
<th>Demographic breakdown</th>
<th>Count</th>
</tr>
</thead>
<tbody>
<tr>
<td>35%</td>
<td>25%</td>
</tr>
<tr>
<td>Aged &lt;20</td>
<td>Aged 20-39</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>State</th>
<th>ACT</th>
<th>TAS</th>
<th>SA</th>
<th>NT</th>
<th>NSW</th>
<th>VIC</th>
<th>QLD</th>
<th>WA</th>
</tr>
</thead>
<tbody>
<tr>
<td>% of pop.</td>
<td>20%</td>
<td>17%</td>
<td>15%</td>
<td>16%</td>
<td>16%</td>
<td>12%</td>
<td>22%</td>
<td>12%</td>
</tr>
</tbody>
</table>

4,197,296 consumers registered
54% are female and 46% are male
Approximately 17% of Australia’s population is registered for a My Health Record

## Provider registrations

<table>
<thead>
<tr>
<th>Organisation type*</th>
<th>Count</th>
</tr>
</thead>
<tbody>
<tr>
<td>General practices</td>
<td>5,775</td>
</tr>
<tr>
<td>Public hospitals and health services</td>
<td>530</td>
</tr>
<tr>
<td>Private hospitals and clinics</td>
<td>69</td>
</tr>
<tr>
<td>Retail pharmacies</td>
<td>1,253</td>
</tr>
<tr>
<td>Aged care residential services</td>
<td>163</td>
</tr>
<tr>
<td>Other categories of healthcare providers, including allied health</td>
<td>1,110</td>
</tr>
<tr>
<td>Organisations with a cancelled registration</td>
<td>185</td>
</tr>
</tbody>
</table>

*Organisation type based on Healthcare Provider Organisation (HPI-O) data, except for hospital provider data, which is based on jurisdictional reported facilities that are connected to the My Health Record system.

9,085 healthcare providers registered

## My Health Record usage

| Clinical document uploads | 1,032,786 |
| Shared Health Summary | 326,894 |
| Discharge Summary | 544,599 |
| Event Summary | 111,190 |
| Specialist Letter | 26,298 |
| eReferral Note | 29 |
| Diagnostic Imaging Report | 23,776 |
| Prescription and dispense uploads | 5,245,668 |
| Prescription Documents | 3,960,064 |
| Dispense Documents | 1,285,604 |
| Consumer documents | 1,222,922 |
| Consumer Entered Health Summary | 69,379 |
| Consumer Entered Notes | 30,799 |
| Advanced Care Directive Custodian Report | 11,301 |
| Advance Care Planning Document | 443 |
| Medicare documents | 361,900,986 |
| Australian Immunisation Childhood Register | 777,751 |
| Australian Organ Donor Register | 408,255 |
| Medicare/DVA Benefits Report | 215,603,109 |
| Pharmaceutical Benefits Report | 145,111,871 |
Conclusion - Improving Health with data

• Provide for data driven rapid insight into health status and needs of a patient, practice and regional population

• A key focus for social determinants, Chronic Disease continuum and National KPIs

• A narrative for story telling and engagement at a number of levels – especially with patients, citizens and communities
Contact us

Help Centre 1300 901 001
8am-6pm Monday to Friday

Email help@digitalhealth.gov.au

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