

My Health Record & Aged Care

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Australian Government

Australian Digital Health Agency

Australia produces high quality health outcomes

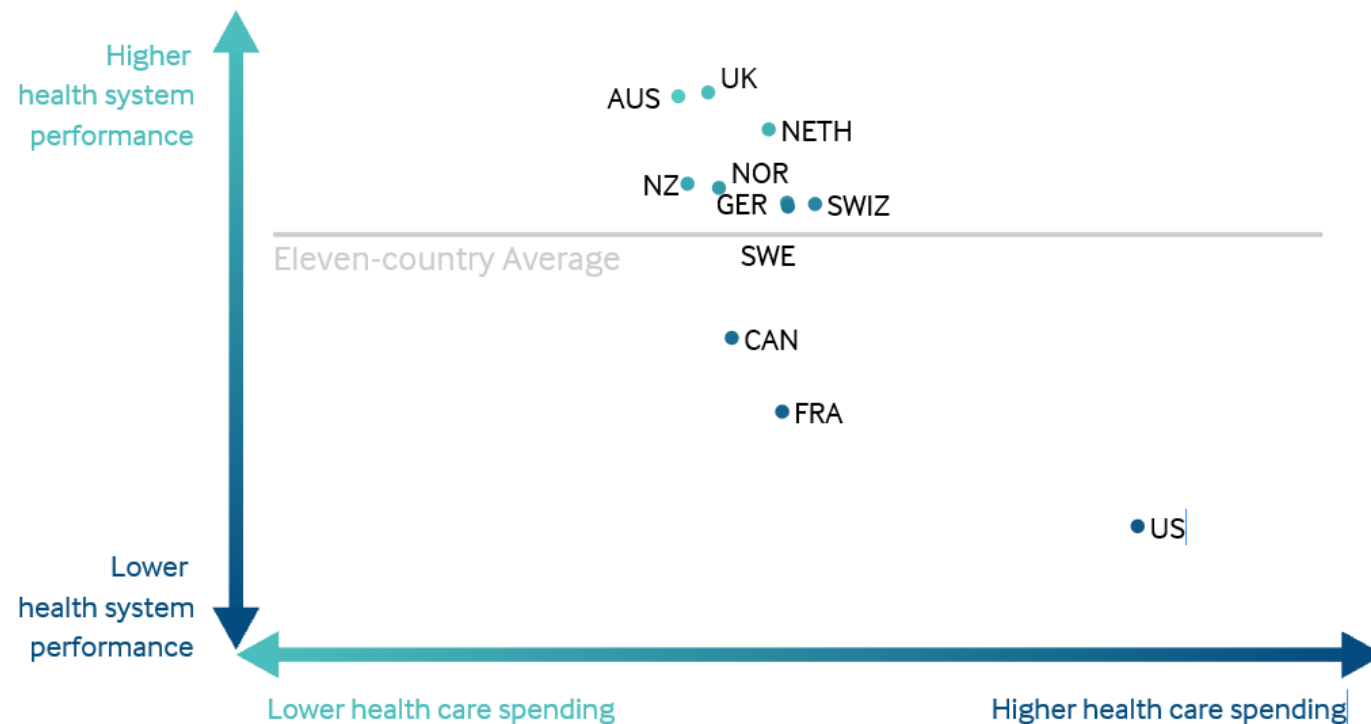
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Australia ranks highest on Administrative Efficiency and Health Care Outcomes, and is among the top-ranked countries on Care Process and Access

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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 \$1.2billion – 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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Health care professionals want digital health services

Top 5 activities **health professionals** want to be able to do using digital technologies

ACTIVITY	Currently using a computer, smart phone or tablet	Not using, but interested in using a computer, smart phone or tablet	Not interested in using a computer, smart phone or tablet for this activity
Share health records with my patients	25%	59%	7%
Transfer prescriptions to the pharmacy	25%	56%	8%
Provide interactive decision-making support	32%	53%	6%
Communicate with patients before or after consultations	33%	49%	7%
Share health records with other practitioners	43%	45%	4%



Citizens 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.

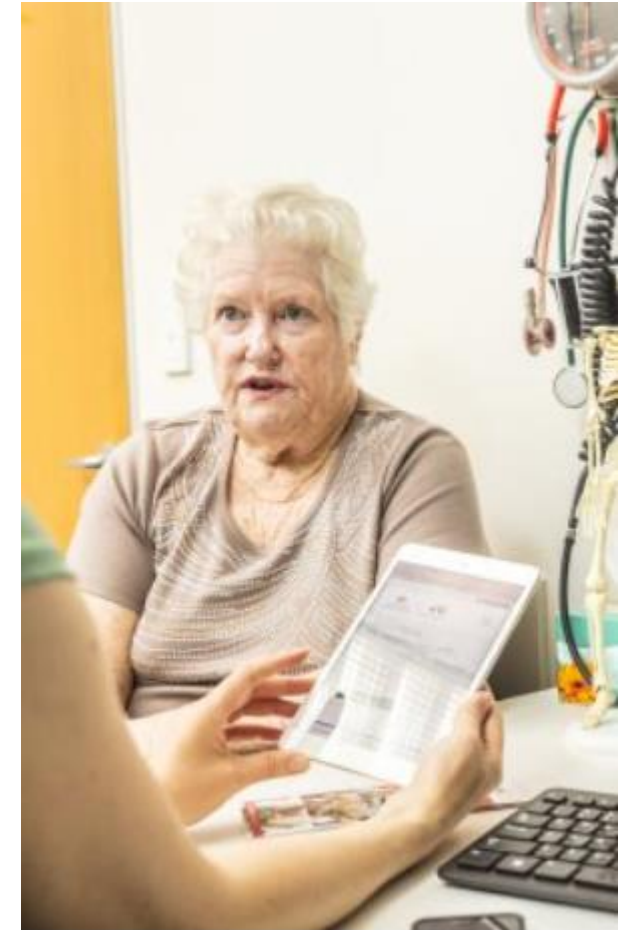
Pharmacy Guild of Australia, submission to National Digital Health Strategy 2017

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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



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 the three patients experience a medication error of some sort of 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.



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Australian Digital Health Agency

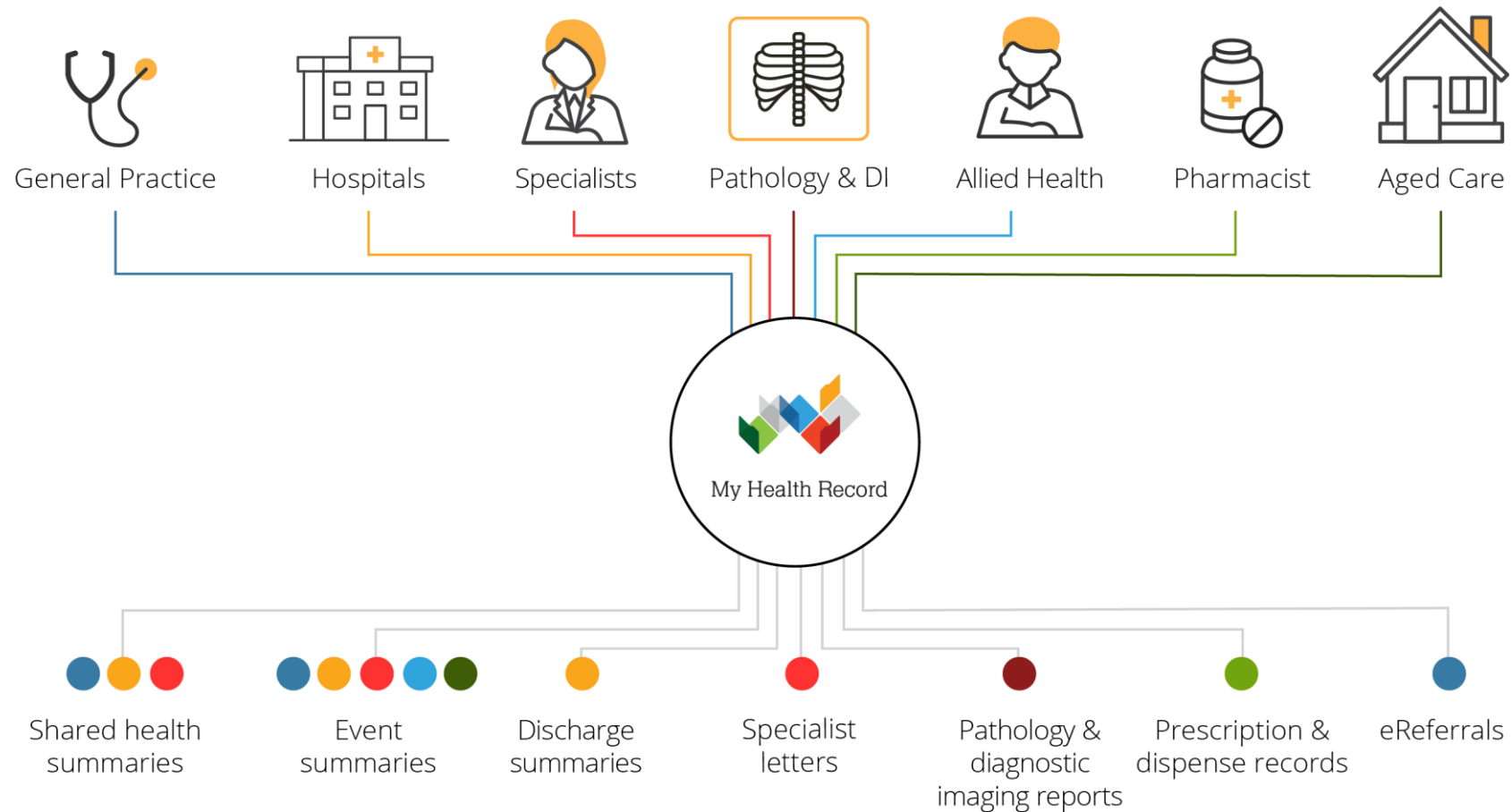


My Health Record

digitalhealth.gov.au



How does My Health Record work?



Privacy and Access: a new standard in patient confidentiality

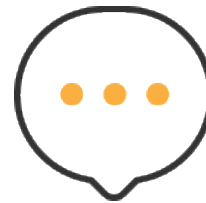
A person controls who has access to their My Health Record:



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



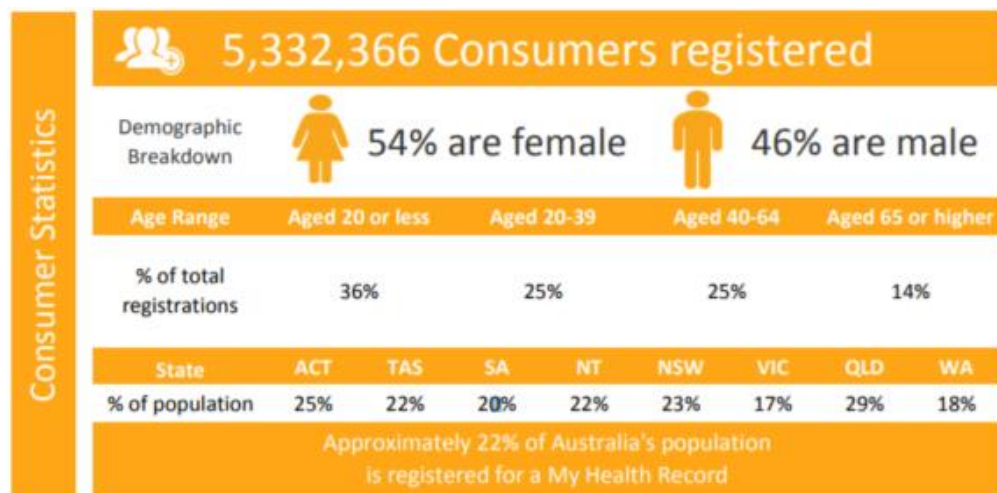
In an emergency, a clinician can exercise a 'break glass' facility – but instances are carefully monitored and reported to the citizen



All instances of access to My Health Record are monitored



My Health Record statistics 12 November 2017



Provider Registrations

 **10,557 Healthcare providers registered**

Organisation Type*	Count
General Practices	6,264
Public Hospitals and Health Services	785
Private Hospitals and Clinics	177
Retail Pharmacies	1,405
Aged Care Residential Services	184
Pathology and Diagnostic Imaging Services	29
Other categories of healthcare providers including Allied Health	1,430
Organisations with a cancelled registration	283

*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.

My Health Record Usage

 Clinical Document Uploads	3,532,409
Shared Health Summary	1,237,265
Discharge Summary	1,362,128
Event Summary	389,548
Specialist Letter	61,716
eReferral Note	39
Pathology Reports	411,507
Diagnostic Imaging Report	70,206
 Prescription and Dispense Uploads	14,286,531
Prescription Documents	11,207,620
Dispense Documents	3,078,911
 Consumer Documents	153,044
Consumer Entered Health Summary	96,000
Consumer Entered Notes	40,634
Advanced Care Directive Custodian Report	14,982
Advance Care Planning Document	1,428
 Medicare Documents	588,239,483
Australian Immunisation Register	1,655,285
Australian Organ Donor Register	539,992
Medicare/DVA Benefits Report	345,607,809
Pharmaceutical Benefits Report	240,436,397



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.

A 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 will continue and improve operations of My Health Record, while making it easier for health providers to register for the system.

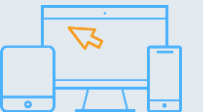
Will increase the number of **pathology and diagnostic imaging reports**.

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 chose not to have one.
- The Agency will work with the community early next year to provide further information on the My Health Record.

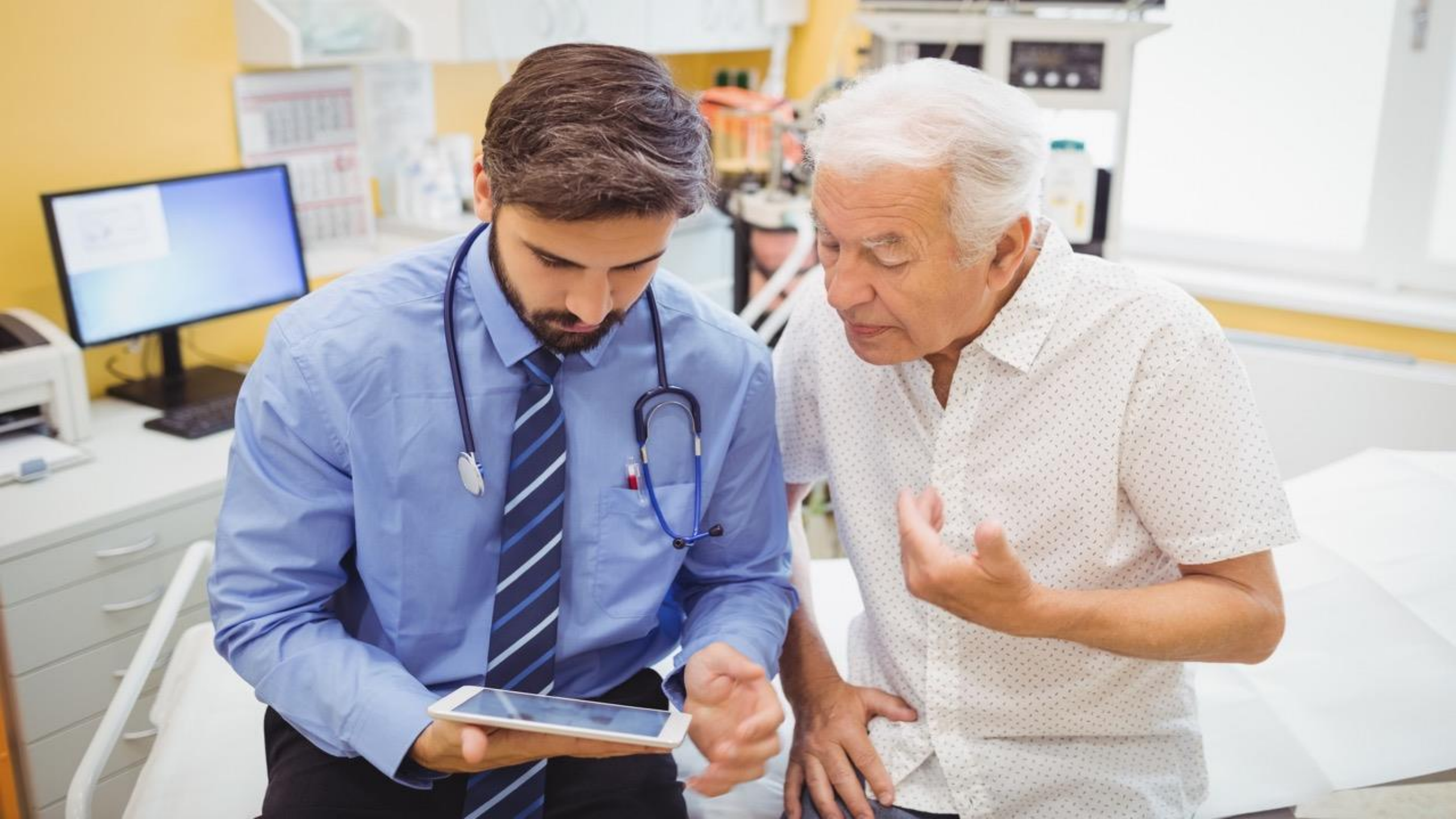
The role of My Health Record in Aged Care



Supporting carers

- Role of an Authorised Representative
- Access to healthcare information





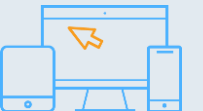
Planning ahead:

Knowing who the carer is, and knowing the wishes of the person being cared for.

“ Be more actively involved in the healthcare of the person you care for. ”



Sue Elderton,
National Policy Manager,
Carers Australia



Key My Health Record system benefits



Avoid adverse drug events



Improved systems through secondary use of data



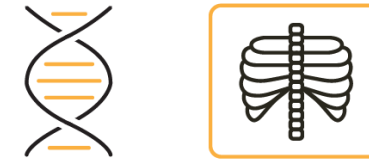
Enhanced patient self-management



Improvements in patient outcomes



Reduced time gathering information



Avoided duplication services





National Digital Health Strategy 2018-22

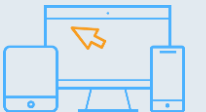
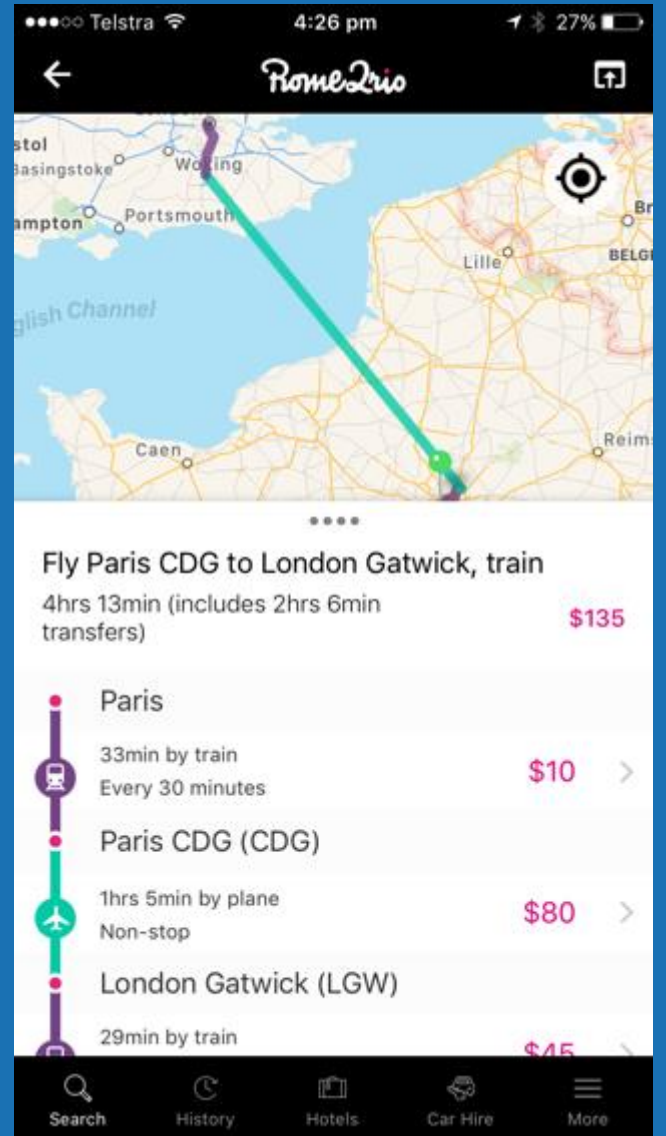
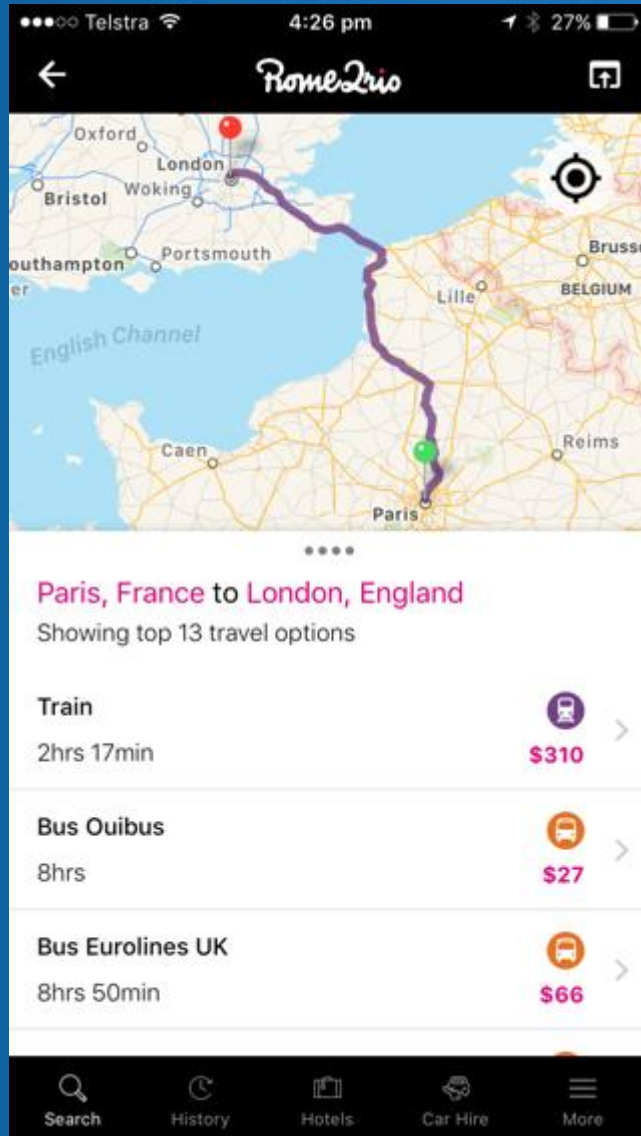
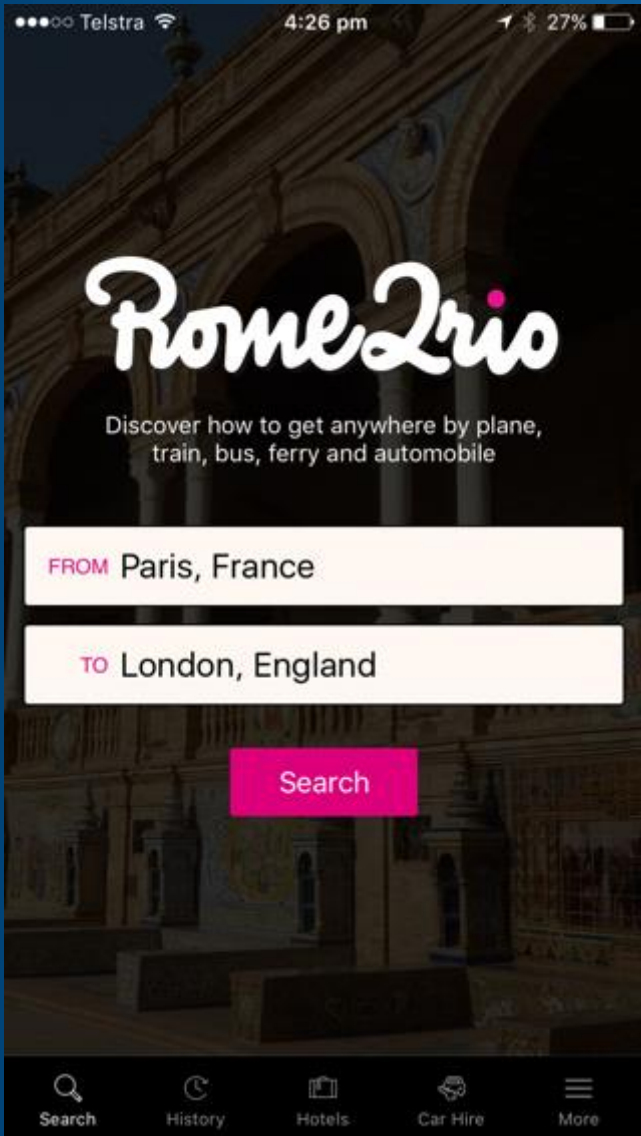
- **Approved by the Council of Australian Governments' (COAG) Health Council on 4 August 2017**
 - *"This Strategy will build on Australia's existing leadership in digital health care and support consumers and clinicians to put the consumer at the centre of their health care and provide choice, control and transparency."* COAG Health Council
communiqué
 - **A Strategy with an evidence base of benefits prioritising national-level digital health activity**
- ✓ Hospital admissions avoided
 - ✓ Fewer adverse drug events
 - ✓ Reduced duplication of tests
 - ✓ Better coordination of care for people with chronic and complex conditions, and
 - ✓ Better informed treatment decisions



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









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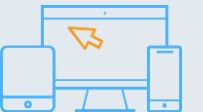
help@digitalhealth.gov.au

Website

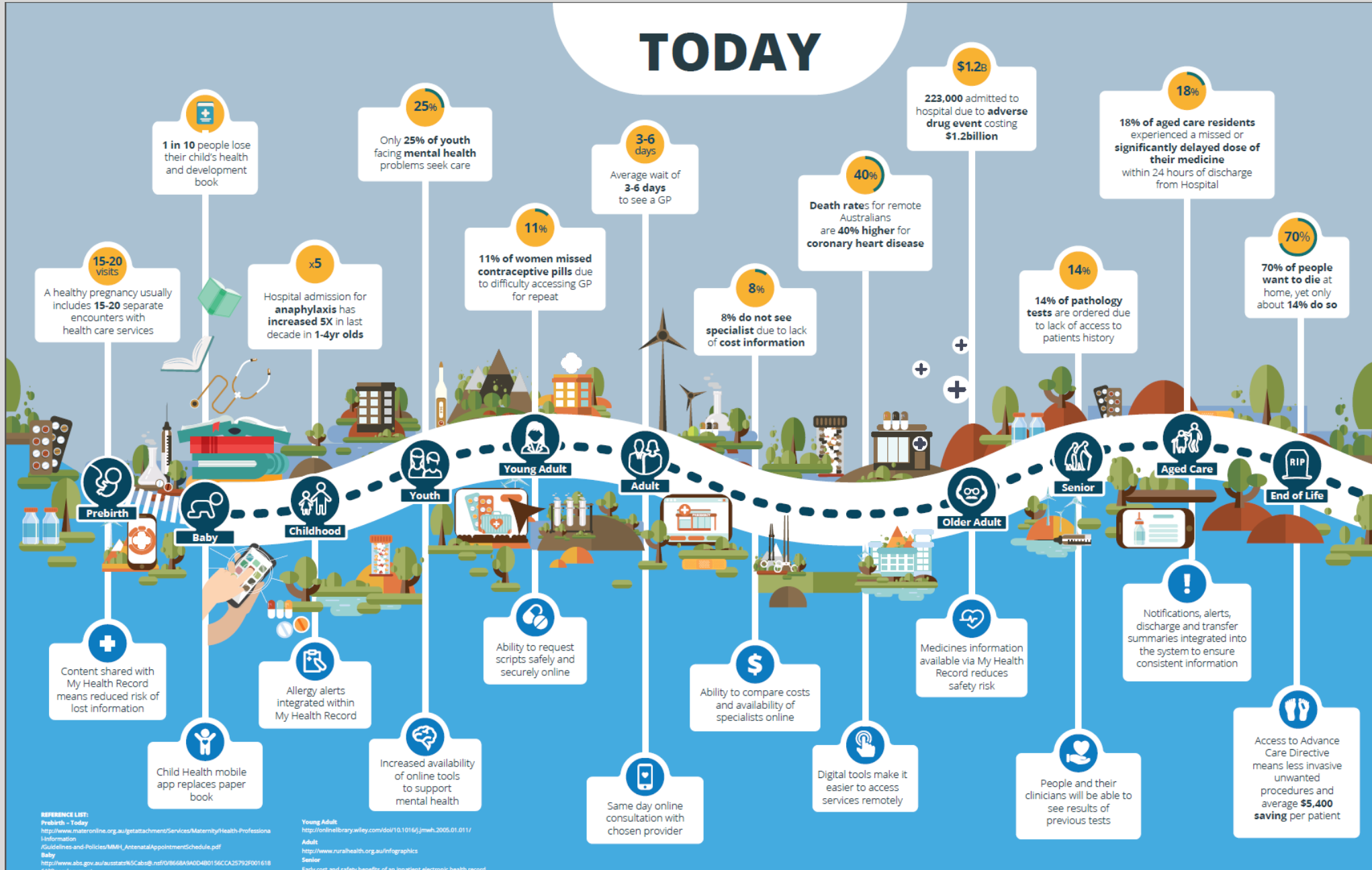
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TODAY



FUTURE