



Australian Government
Australian Digital Health Agency

Interoperability (and digital health) and Health Aging

Dr Michael Costello
General Manager: Strategy, Policy & Privacy
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The Australian Digital Health Agency



Australian Government

Australian Digital Health Agency

- Corporate Commonwealth entity, that reports to State and Territory Health Ministers through the COAG Health Council
- National body responsible for evolution of digital health capability through leadership, coordination and delivery of national infrastructure.
- A focus on engagement, innovation and clinical quality and safety to improve health service delivery and health outcomes for the Australian community
- Key responsibilities:
 - Coordinate ongoing development of the National Digital Health Strategy
 - My Health Record System Operator



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Digital Health should address health needs of older Australians

- Older Australians have increasingly complex care needs that require multidisciplinary services from across aged care and health care systems.
 - 10% of people over 65 were discharged from hospital into residential care, with 2/3rds already living in residential aged care¹
 - 98% of residents in aged care facilities have at least one medication-related problem, with average of three per person²
 - Transfer-related medication errors occurred for 13-31% of residents³
 - 35% of users of aged care have one or more visits to an emergency department each year⁴

1 - <https://www.aihw.gov.au/reports/aged-care/movement-from-hospital-to-residential-aged-care/contents/summary>

2 - PSA Medicine Safety Report 2020

3 - <https://www.australianageingagenda.com.au/2016/11/25/surprising-findings-prompt-call-for-improved-reporting-of-medication-errors-in-aged-care/>

4 - <https://www.aihw.gov.au/reports/aged-care/interfaces-between-the-aged-care-and-health-system/contents/summary>



Digital Health technology on the horizon for older Australians

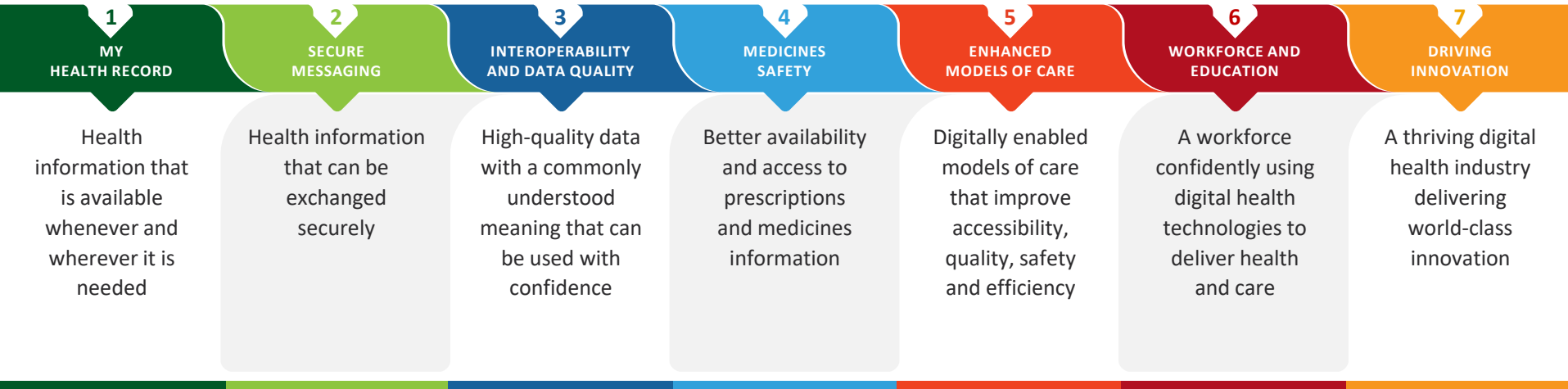
Accenture 2018 Consumer Survey on Digital Health: results from seniors over 65

- 61% said use of technology for managing health is “very important” or “somewhat important.”
- 95% would be willing to share health information from a wearable or app
- 69% would be confident about the strength of assessment and prediction if it were the work and conclusion of their primary doctor supported by a virtual doctor powered by AI.
- 64% would have a virtual after-hours appointment (e.g., at night or on a weekend)
- 60% would participate in a virtual support group
- 56% would use a home device to test blood for a variety of indicators
- 55% of seniors would have virtual follow-up care services after being hospitalised
- 40% would use an AI-enabled virtual health assistant for scheduling and financial navigation or a virtual health coach offering proactive health management advice.



National Digital Health Strategy – roadmap for delivery

Co-designed with all states and territories and agreed by COAG Health Council



What is My Health Record?



My Health Record: Benefits for Aged Care

- Managing new admissions
- Supporting treating clinicians
- Transfer of Care
- Safer Medications Use
- Nominate representative to help manage their My Health Record
- Advance Care Planning



Medicines safety program highlights



Pharmacist Shared Medicines List (PSML)

A new clinical document to the My Health Record

First uploads by Webstercare in December 2019

Agency working with other pharmacy service providers, software vendors and jurisdictions to progress more PSML uploads



Electronic Prescribing

A new technical framework to support electronic prescriptions published by the Australian Digital Health Agency October 2019

Changes to Commonwealth legislation now recognise an electronic prescription as an alternative legal form by which medicines can be supplied under the PBS



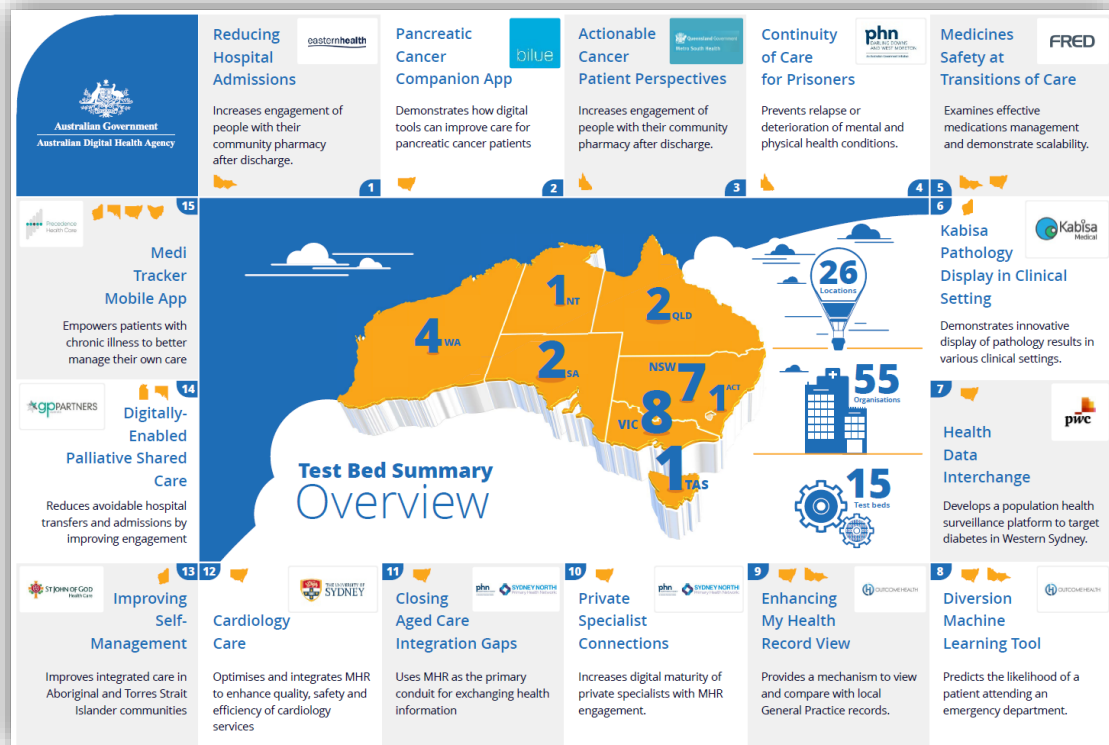
Digital Medicines Safety Blueprint

The Blueprint is the Australian Digital Health Agency's operational response to the National Digital Health Strategy in relation to medicines

Currently finalising revision of the Blueprint after feedback from stakeholders



Enhanced models of care – Test Beds



Early Learnings

Key success factors

- Education and training
- Communication and publicity
- Engagement and change management
- Appointing champions within HCP environments
- Established partnerships

Barriers to delivery

- Interoperability with MHR, cloud data storage and clinical software
- Medico-legal concerns
- Data, IT, security and privacy concerns





Test bed 11 – Closing aged care integration gaps



Communication improved between care providers and residential aged care facilities

Aim – Use My Health Record as the primary conduit for exchanging health information

Lead



Partners



Early learnings from Sydney North Health Network Digital Health Test Bed

- Aged Care facilities manage and share clinical information via a range of paper and digital methods
- Lack of interoperability so need to access multiple websites and systems which is time consuming
- Facilities can see the value and benefit of being able to see clinical data in My Health Record
- Secure message delivery is not conformant with all facility EMR systems.
- Change processes need to recognise the very busy environment of facilities and other priorities

Next Steps

- Test bed to pilot systems MHR conformant
- Embed MHR (and supporting tech) into physician workflows and associated providers to securely share key patient information
- Support clinicians to reduce medication error rates
- Deliver a locally scalable project (Jun 2021)

How improved interoperability and secure messaging could support healthy ageing

The Aged Care Technology Roadmap 2017

- recommends that interoperability be standardised across the sector, technology capability be considered an essential requirement of aged care delivery, the embedding of technology expertise in assessment and care planning, and the development of strategies to increase the technological literacy of both consumers and the aged care workforce.

AMA Innovation in Aged Care 2019 Position Statement

- Interoperability between My Health Record, My Aged Care, and clinical software systems would enable electronic health record sharing between the health and aged care systems, including sharing details of aged care assessments, care plans, advanced care directives, immunisation records, and past medical treatments for each older person.

Aged and Community Sector Technology and Innovative Practice – A Report on what the Research and Evidence is indicating 2019

- need for interoperability, open standards and common platforms to support digital data sharing within the aged care sector and with other sectors, particularly health.

Interoperability – consistent and connected

Interoperability is about information that has a consistent meaning and how we move it between people, organisations and systems within health care.



Outputs

- National consultation launched March 2019
- AHMAC endorsed National Interoperability Principles December 2019

Next Steps

- Interoperability Governance Board
- Development of the Governance Structure
 - Advisory group
 - Implementation groups
- Identify Use Cases / Implementation priorities
- AHMAC – Implementation Plan early 2020

Further information and support



My Health Record

My Health Record

Web: www.myhealthrecord.gov.au

My Health Record Help line: 1800 723 471
(select 2 for providers)



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Web: www.digitalhealth.gov.au

Email: help@digitalhealth.gov.au

