

The MyHealthRecord supports meeting Quality Standards - How IT supports both

Dr Caroline Lee
Chief Executive Officer
Leecare Solutions Group of Companies
Aust, NZ, SG, UK, China, Africa

Aged Care Changing landscapes but one consistent requirement across the world – **quality:**

- **clinical, medical &**
- **lifestyle support for older persons**

13 August 2019

NIA

– same day
different
weather in
Melb



Aged & Home Community Care Standards in various countries



- **Australia** – *Aged Care Quality Standards* – residential, home care, short-term restorative care, National ATSI Flexible Aged Care Program, Home Support Programme
- **UK** - *CQC Quality standards* for all social sector and health sector environments
- **NZ** – *Health and Disability Services (Safety) Act 2001, Health and Disability Sector Standards 2001*
- **SG** – *Enhanced Nursing Home Standards*, 2015 Centre-Based Care And Home Care Guidelines to Provide Better Care for Seniors
- **China** – *just released*

Quality Standards – each country - not about recording / analysing tasks completed each day - about providing quality clinical and care support.

Same or similar technological advances required to support.

Nursing definition

Nursing encompasses autonomous and collaborative care of individuals of all ages, families, groups and communities, sick or well and in all settings. It includes the promotion of health, the prevention of illness, and the care of ill, disabled and dying people.

Aged care governance – needs nurses - but need value and quality knowledge from nurses – nurses need tools / ability to attain quality knowledge



Gerontological nurses are a diverse group working in many different roles across **nursing** practice, education and research, striving to improve the quality of life and care of older adults via evidence-based **nursing** interventions.

11
AUG 19

AAG and ATSIAAG's submission to the Royal Commission



AAG has now submitted its submission into the [Royal Commission into Aged Care Quality and Safety](#), as has AAG's [ATSIAAG](#) (Aboriginal and Torres Strait Islander Ageing Advisory Group). AAG's submission provided guidance through a conceptual framework, that aimed to strategically structure and prioritise thinking, discussion and action for the reform of services and other support for older people. Whilst ATSIAAG focussed on what can be done for older Aboriginal and Torres Strait Islander peoples and communities.

Via a [Thursday Three article in early July](#), AAG Members were given the opportunity to comment and provide feedback on AAG's draft submission to the Royal Commission. Members of ATSIAAG and Friends of ATSIAAG were given a similar opportunity for ATSIAAG's submission. Members provided excellent feedback to the drafts, both in terms of positive support for the approach to the submission and informed feedback, much of which was incorporated into the final version. AAG thanks its members for this contribution, as well as the Board members and staff engaged in its development that was ably facilitated by [Incite Information](#).

A contemporary look at gerontological nursing

June 2018 Vol. 13 No. 6

Author(s): Carol J. Bickford, PhD, RN-BC, CPHIMS, FHIMSS, FAAN

Gerontological nursing is an evidence-based nursing specialty practice that addresses the unique:

- Physiological
- Social
- Psychological
- Developmental
- Economic
- Cultural
- spiritual, and
- advocacy needs of older adults

Gerontological nursing focuses on:

- the process of aging and
- the protection, promotion, restoration, and optimization of health and functions
- prevention of illness and injury
- facilitation of healing
- alleviation of suffering through the diagnosis and treatment of human response; and
- advocacy in the care of older adults, carers, families, groups, communities, and populations

Gerontology Nursing: Scope and Standards of Practice, 2nd Edition covers the full extent of gerontology nursing practice needs in any setting or role and at any level of influence and authority. This specialty's core accountabilities illustrate that depth and breadth of practice:

- Safety, quality, and risk management
- Patient and population health advocacy
- Clinical care delivery and optimal patient outcomes
- Healthy work environments
- Strategic, financial, and human resource management
- Legal and regulatory compliance
- Networking, partnering, and collaborating
- Accountability/advocacy for their employees

**A World-wide
Healthcare
Community –
uses similar
health
initiatives**

Australia – My Health Record

**Singapore – NEHR – National Electronic Health
Record**

UK – My Care Record – Summary Care Record

**New Zealand – nHIP – national Health
Information Platform**

Africa – clients using Leecare's Platinum 5

China - clients using Leecare's Platinum 5

NEHR – national e-health record

ihis.com.sg

Patients First with NEHR -
Enabling better **CARE** for you



Connects healthcare professionals for
patient-centred care



Achieves better health outcomes



Raises patient safety



Enhances patient experience with
seamless care

AA ihis.com.sg



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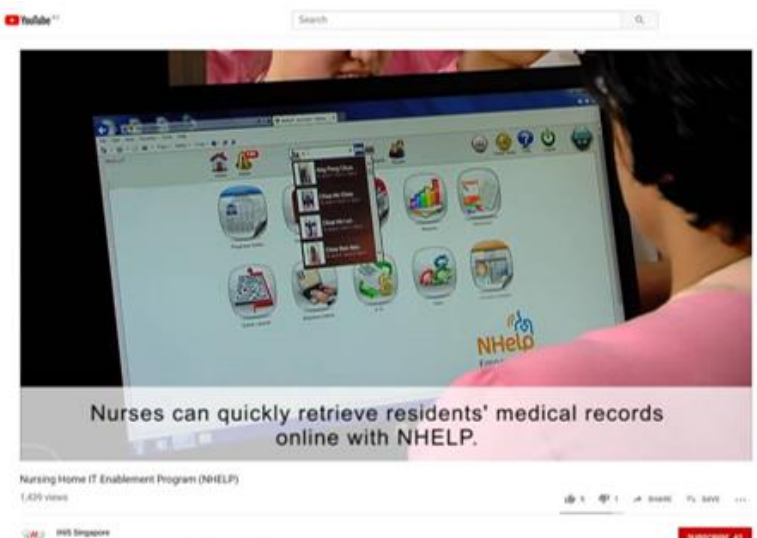
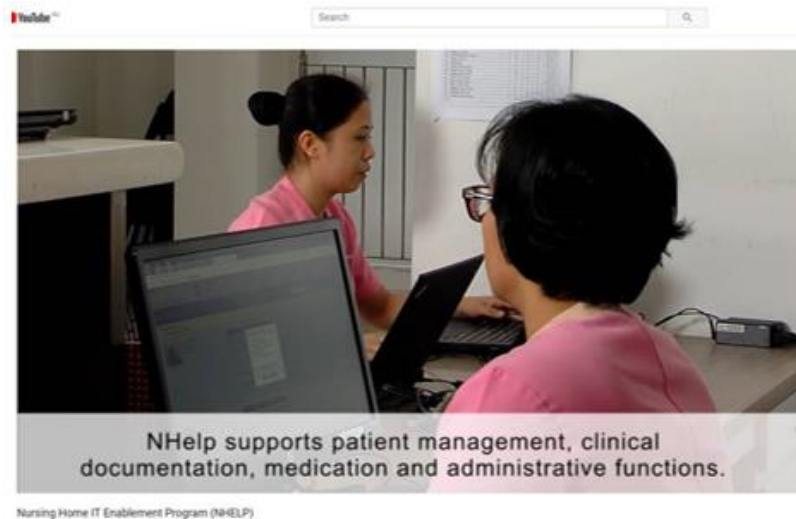
Patients First with NEHR.
Enabling better
CARE for You.

National Electronic Health Record
One Patient. One Health Record



It is common for many of us to visit multiple healthcare providers in our lifetime - from different General Practitioner (GP) clinics and polyclinics, to specialist clinics, therapy centres, and hospitals. As a result, each of these providers will have some parts of our

NHELP – aged care – Leecare's Platinum 5





My Care Record – Summary Care Record – Opt out



My Care Record enables health and care professionals to access information about you to improve your care.

Providing you with:



Your health records

When you visit an NHS or social care service, information about you and the care you receive is recorded and stored in a health and care record.

This is so people caring for you can make the best decisions about your care.

The information in your records can include your:

- name, age and address
- health conditions
- treatments and medicines
- allergies and past reactions to medicines
- tests, scans and X-ray results
- lifestyle information, such as whether you smoke or drink
- hospital admission and discharge information

[Find out about the types of records and how to access them](#)

Using SCR

SCR for patients

If you are registered with a GP practice in England your SCR is created automatically, unless you have opted out. 98% of practices are now using the system. You can talk to your practice about [including additional information](#) to do with long term conditions, care preferences or specific communications needs.

[Read more patient information on SCR](#)

GP information on creating SCRs and including additional information

The SCR is created automatically through clinical systems in GP practices and uploaded to the [Spine](#). It will then be updated automatically. When new patients are registered the practice should check they are happy to have an SCR. A [sample letter for new patients](#) is available. Additional information can be added to the SCR, with

Sharing your health records

Information about your health and care helps the NHS to improve your individual care, speed up diagnosis, plan your local services and research new treatments.

NHS Digital has a legal responsibility to collect data about NHS and social care services.

The NHS can't analyse all information on its own, so we safely and securely share some with researchers, analysts and organisations who are experts in making sense of complex information. We only share what's needed for each piece of research, and whenever possible, information is removed so that you can't be identified.

You can choose not to have information about you shared or used for any purpose beyond providing your own treatment or care.

Managing your data choice

From 25 May 2018 you can choose to stop your confidential patient information being used for purposes other than your own care and treatment. This choice is known as a national data opt-out. If you choose to opt out, NHS Digital will apply your opt-out from 25 May 2018. All other health and social care organisations are required to apply your opt-out by March 2020. Find out more about the [national data opt-out](#).

If you have previously registered an opt-out with your GP practice to request that NHS Digital does not use your confidential patient information (other than for your individual care and treatment), this will have automatically been converted to a national data opt-out on 25 May 2018. [Find out more about this conversion](#).

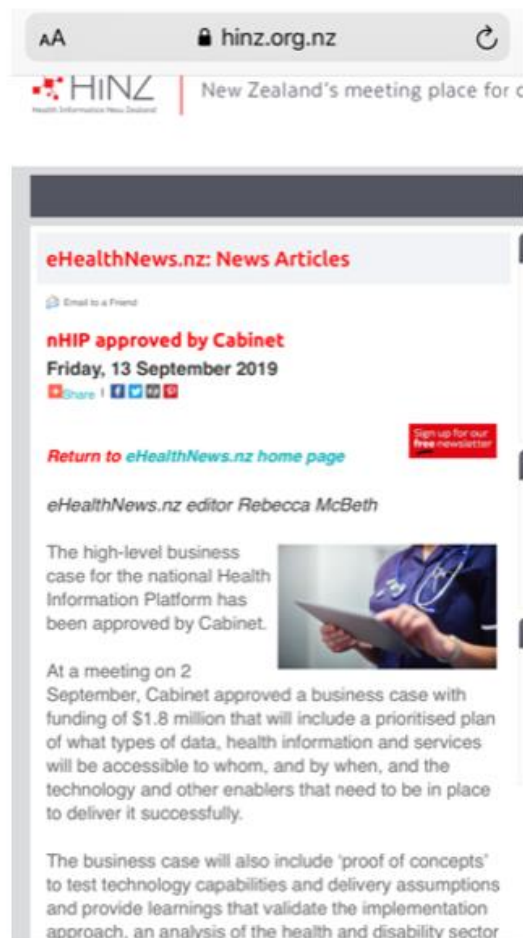
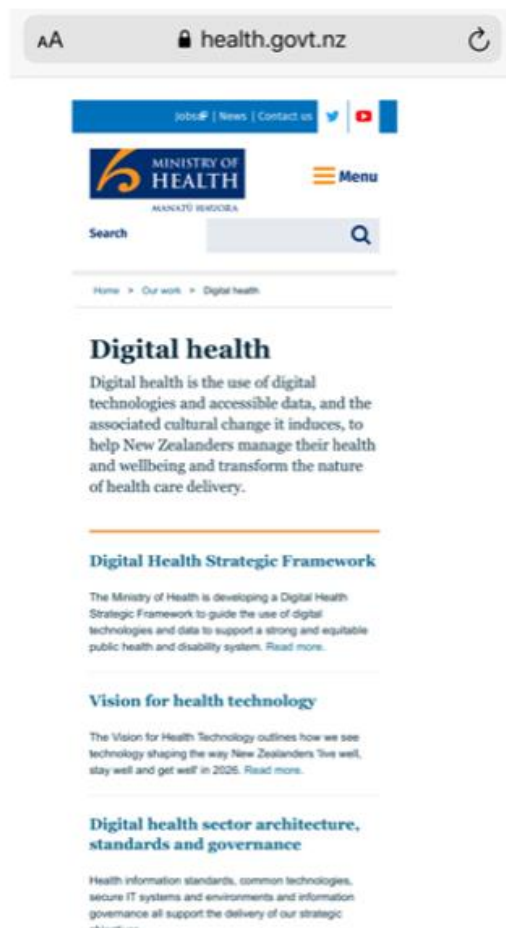
Page last reviewed: 28 May 2018





nHIP – national Health Information Platform

high-level business case for the national Health Information Platform approved by NZ Cabinet



NEW ZEALAND



 **ascot house**
DIGNITY CARE WITH RESPECT











C H I N A



Leecare knows because we are deployed in
Au, SG, NZ, UK, China – donating to Africa



The world-wide Exec Team behind Leecare



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Chief Executive Officer



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Ex RN, Leecare Deputy
CEO, New Zealand



Neil Aughusty,
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KC Lim – China
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Training Manager



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Executive Assistant
CEO & Deputy CEO

Leecare Advisory Board



Dr Graeme Benny
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Board



Ms Terrona Ramsay –
International Health
Management Advisor



Mr Ric Birkett –
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Mr Trevor Toholka
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IT Project Advisor

A World-wide Healthcare Community – uses similar health initiatives



Leecare Exec, staff and
Advisory Board donating
to aged &
acute care services
around the world



She then handed over the groceries to the Pastor in Charge Rev. Daniel Mutidzawanda.



Handing over of the groceries to the pastor

A friend in need is a friend indeed this is the story behind the Cyclone Idai donation to Chisipiti Circuit from Leecare Solutions all the way from Australia represented by Christine Unferdorben.



Christine Unferdorben handing over the consignment to Rev. Daniel Mutidzawanda of Chisipiti Circuit while the Katanda family and Church in Society committee members observe.



Mrs. Mutasa thanked Christine and the Katanda family for the gifts they have offered towards Cyclone Idai's victims.

"We thank God for your generosity and we pray for blessings to befall you," concluded Mrs. Mutasa.

REMARKS FROM MRS. MEMORY NGONI RUZVIDZO



Mrs. Memory Ngoni Ruzvidzo

Mrs. Ruzvidzo expressed her gratitude for the time they have been given by the United Methodist Church to be

able to express their heartfelt condolences and giving gift to the victims courteous of Leecare Solutions.

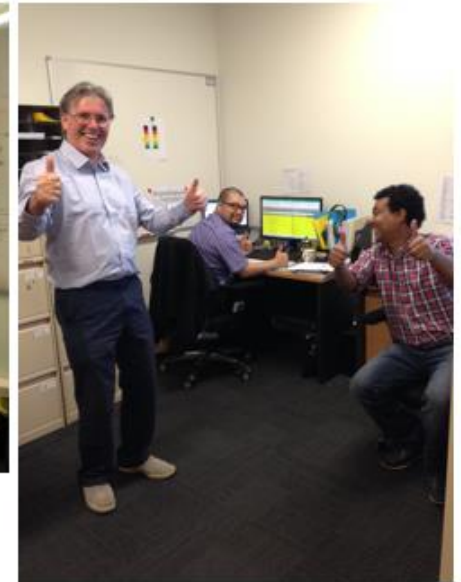
"We really appreciate your time and the difficult times you are going through, but the Lord will give you solace."

REMARKS FROM MR. EDWARD KATANDA



Mr. Edward Katanda

Mr. Katanda was happy to present the small gift they sourced through Leecare Solutions to support the victims in Chinamitani Chipinge area.



Fairways Homes – Harare Zimbabwe

- opened **1957** as nursing
home and retirement village

Aged Care
support

not a new
concept
across the
world

Requires same
quality clinical
care & support



Mingun home for the aged - Myanmar

- opened **1915** as first home for
aged established in Myanmar



The My Health Record supports meeting Quality Standards



Australian Government
Australian Digital Health Agency



My Health Record



Residential
Aged Care



Residential Aged Care - Better access to healthcare information for you and your residents

My Health Record is designed to provide you with better access to healthcare information to support you in caring for your residents.

Access to key health information

Through the My Health Record you will have access to timely and current information about your residents such as:

- Shared health summaries which include a individual's medical history, immunisations, medicines, allergies and adverse drug reactions
- Hospital discharge summaries
- Event summaries from treating clinicians
- Prescription and dispense records
- Medicines information view
- Pathology reports and diagnostic imaging reports
- Specialist letters
- Advance care planning documents and custodian information
- MBS and PBS history

Safer care

Having this information available can lead to:

- Improved clinical decisions
- Fewer adverse medicines events
- Less avoidable hospital admissions
- Better health outcomes

Furthermore, if you have conformant software, you will also be able to upload your residents information which can then be viewed by other healthcare providers involved in their care in hospitals, GP practices and other primary healthcare services in the community.

Access training and resources

Visit [MyHealthRecord.gov.au](https://myhealthrecord.gov.au) for a range of resources to help you to become familiar with and confident in using the My Health Record system, and support and inform those under your care.

Support

For further support contact the My Health Record Help line on 1800 723 471 (select option 2 for healthcare providers) or your Primary Health Network (PHN).

Register for the My Health Record system

Visit [MyHealthRecord.gov.au](https://myhealthrecord.gov.au) for a registration overview and step-by-step instructions on how to register, or call the Help Line on 1800 723 471 (select option 2 for healthcare providers).

Examples of how you can use the My Health Record system

- When seeing a resident for the first time, you can view their health information in their shared health summary, such as any chronic conditions they may have, current medicines they may be taking, and allergies and adverse drug reactions.
- When consulting with a resident, you can communicate information about your treatment, findings and recommendations with others involved in the resident's care via an event summary.

Access the My Health Record system

There are two ways through which authorised healthcare providers can access individuals' records in the My Health Record system:

Conformant software

Accessing the My Health Record system through conformant clinical software enables healthcare providers to upload, view and download information from an individual's My Health Record.

A full list of My Health Record conformant software types can be found at [MyHealthRecord.gov.au](https://myhealthrecord.gov.au)

National Provider Portal

If a healthcare provider does not have access to conformant software, they can view an individual's My Health Record through the National Provider Portal at <https://portal.ehealth.gov.au>. The healthcare provider will be able to view and download information from the individual's My Health Record, but will not be able to upload any clinical information.

For more information go to:

MyHealthRecord.gov.au | Help line 1800 723 471



My Health Record



The My
Health
Record
supports
meeting
Quality
Standards

<https://www.myhealthrecord.gov.au/for-healthcare-professionals/aged-care>

The My Health Record supports meeting Quality Standards



My Health Record



[Home](#) > [News and media](#) > [Media releases](#)

Increased use of My Health Record by healthcare providers

28 January, 2020 - 15:15

Healthcare providers have uploaded documents to an additional 490,000 My Health Records in one month.

This takes the total in December 2019 to nearly 13 million My Health Records with information in them, up from 12.5 million in November.

Also, between November and December, there was an 11% increase in the volume of medicine documents uploaded by healthcare providers like GPs and pharmacies, to more than 100 million documents and a 13% increase in clinical documents uploaded by healthcare providers like hospitals, pathologists and radiologists.

[Read more](#) 

Date of Publication:

Tuesday, January 28, 2020



My Health Record



ONLY Software Products conformant to My Health Record requirements Aged & Home Care – Conformant areas

<https://www.myhealthrecord.gov.au/for-healthcare-professionals/conformant-clinical-software-products>

ID	Software name	Version	Organisation	<u>eReferrals</u>	Discharge Summaries	Event Summaries	Shared Health Summaries	Assisted Registration	Prescription and Dispense View	My Health Record Download
M-062	<u>Autumncare Connect</u>	4.4	Unleashed Technology (Aust) Pty Ltd			✓		✓	✓	✓
M-035	<u>ComCare Desktop</u>	6.2	Silver Chain Group (EOS technologies)			✓		✓	✓	✓
M-108	<u>eCase</u>	14.6	<u>HealthMetrics</u>							✓
M-017	<u>iCare Solutions</u>	3.0	<u>iCareHealth Pty Ltd</u>			✓	✓			✓
M-037	Platinum 5	5.0.5.1	Leecare Solutions Pty Ltd			✓		✓		✓
M-053	<u>Tcm (The Care Manager)</u>	7.9	DCA eHealth Solutions							✓

The My
Health
Record
supports
meeting
Quality
Standards



My Health Record



Uses My Health Record the Most in Queensland

GOOD SHEPHERD LODGE MACKAY



- Has used the **My Health Record for 7 years** now from Platinum 5
- **Daily from the portal as necessary:**
 - *Pathology results*
 - *Dispensed medications* from all chemists (regardless of where the resident has obtained meds from)
 - *Hospital Discharge letters / details* – instantly upon discharge
 - *Discharge Summary and Pathology results* - no more poor quality printouts, get lost in transit, most up to date information
 - *Any GP or specialist visit detail*
- **Residents / families / significant others' findings:**
 - Most really happy - know most recent Hosp docs are there for nursing staff
 - the Discharge Summary is really good
 - Very happy once realise includes up to date Path, X-ray results /Meds/Physio/Speech with e-signature
 - On admission can see scripts pattern, who sent, received a copy, which Dr and if current GP

GOOD SHEPHERD LODGE MACKAY



- **Family Conferences love My Health Record (MHR):**
 - information all there
 - Example – hosp. said no invasive procedures conducted as Acute Resus Plan (ARP) showed NFR and MPOA e-signature BUT discharge summary showed unauthorised procedures, hospital ignored ARP
 - Statement of Choices – can be uploaded onto MHR
- **OPT Out – engaging residents & families:**
 - Only 6/169 are not in
 - 60/169 in secure dementia, most high care / dementia and cant give history
 - Spoke to all and explained advantages - **SAFETY:**
 - No drug allergy misinformation
 - Instant Treatment plans from hospital
 - No mis-diagnoses
 - No half messages from Drs
 - History of Meds details from PBS data eg. Parkinsons every 3/24

GOOD SHEPHERD LODGE MACKAY



- **Resident advantages:**

- One source of Medical & Clinical Truth
- Every past script
- Every past Path result
- Every Dr visit
- Contacts
- End of life wishes

Seen by the nursing staff who need to see this info to provide quality care

- If an emergency and cant talk, nurses can see most current info and guide those who need to treat

- **Hospitals:**

- Relationships enhanced
- Hospitals can access info uploaded from residential care
- Drs can see history of admissions / consults
- Can see medications sourced from multi-pharmacies
- All can now see e-signatures to know who wrote and who to ring to question ie. if Speech Pathology different than org. details then can ring and check results

GOOD SHEPHERD LODGE MACKAY



- **Other benefits Residential Care Nursing Staff:**
 - Can see GP visits if visiting more than one
 - Can see medications sourced from multi-pharmacies
- **Other benefits for GPs to enjoy:**
 - Can see all past visits and meds ordered
 - Specialist letters, hospital details, Path / X-ray results etc.
- **Organisation IT involvement:**
 - Received help from the PHN's
 - **Nash certificates** easy
 - **HPIO's** decided upon
 - 2 days - **installing certs** using info from MHR and ensuring all worked on all PCs
 - ALL GPs / RN's / OT / Physio / Speech etc. (AHPRA) had to provide their **HPI number** – ½ day to insert all – now part of Staff Orientation
 - Staff just have to ring and get their number (helped ring and find numbers)
 - NOW NOTHING TO IT

GOOD SHEPHERD LODGE MACKAY



- **To get Aged Care on Board:**
 - Demonstrate how easy it is to obtain information
 - Show it takes 2 seconds to access
 - Show Download content / details
 - Peer pressure helped get staff HPI's
 - Resident IHI validation in program simple tick, have Medicare number and validate
 - Once done and demo'd to staff it sells itself
- **Challenges:**
 - None really
 - Made it simple for staff to get HPI's – gave form with number to call and helped on call if necessary for English difficulty – once off – 5 mins and all done
- **Staff feedback:**
 - Use it and access it all the time as see the great benefits
 - "Valuable tool – info at your fingertips"
 - Part of Business as usual now
 - saves hours of phone calls to hospitals and health professionals checking

GOOD SHEPHERD LODGE MACKAY



- **Time Savers:**
 - No hospital calling anymore – used to spend half a day chasing discharge summaries, asking for info
 - The HOME gets the summary – not just a family member who picks up the resident and takes it home
 - Roll-out so easy – info is all in the program with only 3 or 4 steps
 - How to Cards made it easy to follow - Pictures on HTC's very helpful – Step 1, 2 & 3
 - Didn't have time to watch video re how to use
- **Other messages:**
 - Setup Secure messaging with Base Mackay Hosp. and all PHN's - \$16/mth
 - QLD Health helped with secure messaging, hardware and ipads, camera, speakers for telehealth which helped this
 - Engage GPs and will get great benefits
 - Engage local hospitals, allied health, pharmacies, residents and families

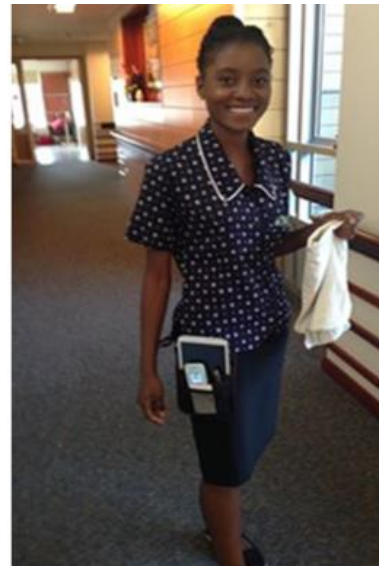


My Health Record





My Health Record





My Health Record

- Accessing information on the floor / walking around – e.g. to distribute drinks using 'real time' P5 information
- Conducting medication rounds via Computer on Wheels
Accessing Drinks Lists in kitchenette
- Meals preferences and details from the Servery



Charging & Storing Devices

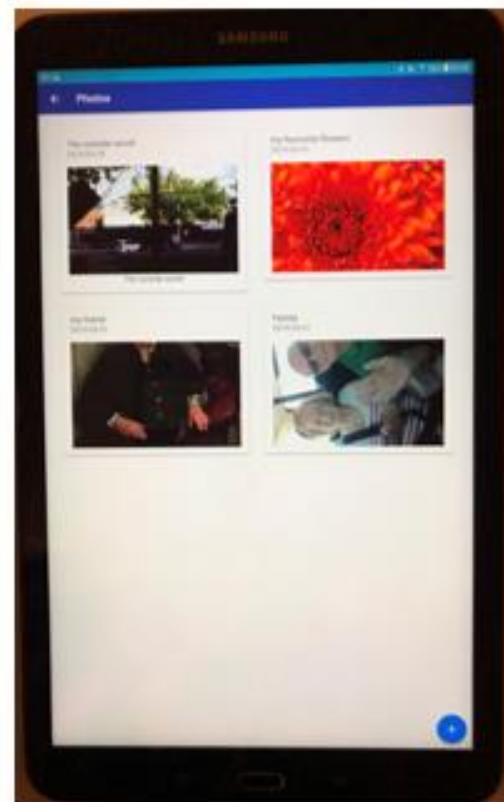
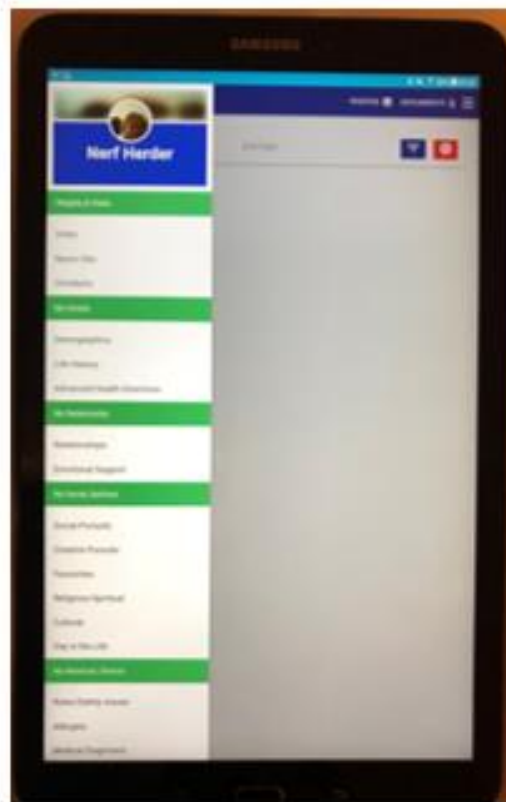
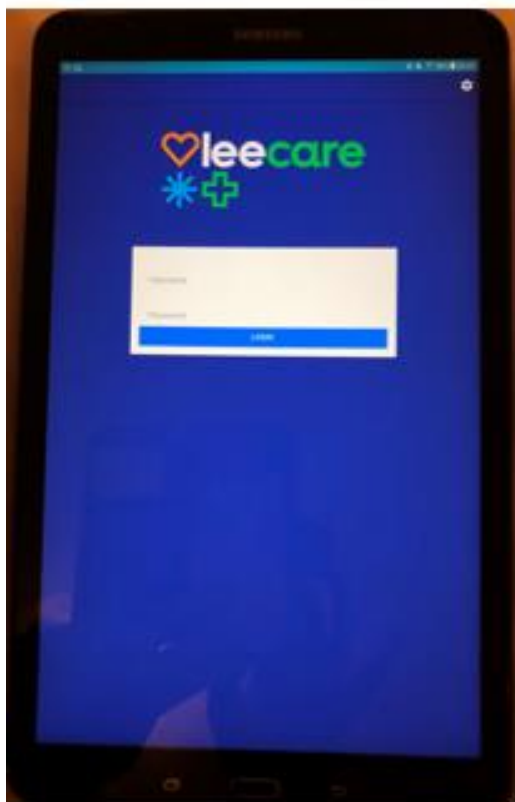


Advanced App technology for 'at point of care' and at home





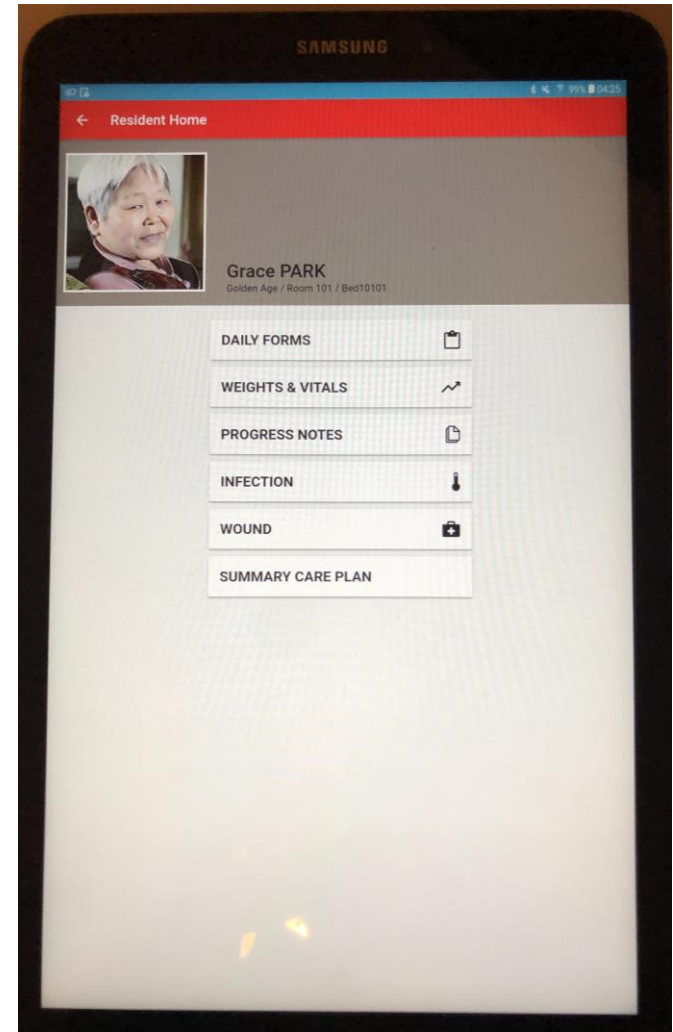
My Health Record in P5Mycareplan App Coming soon





My Health Record
in P5Mobile App Coming soon

- ✓ Daily forms
- ✓ Weights & vital signs
- ✓ Progress notes
- ✓ Photos of wounds or Infections and details
- ✓ Open Summary Care Plan



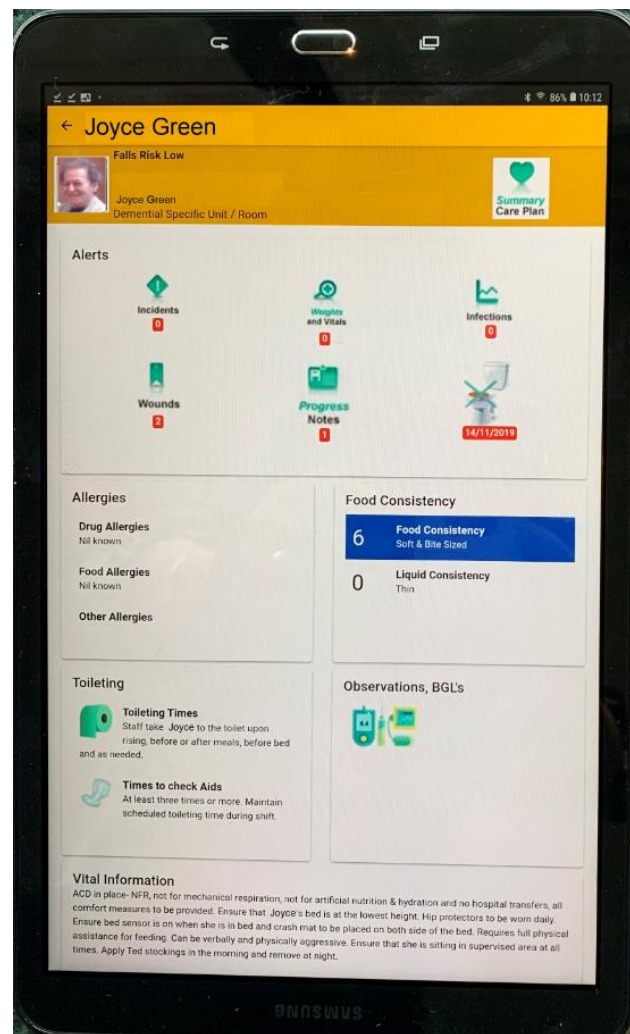


My Health Record
in P5Insight App Coming soon



Beacons located above door

- ✓ Picks up Beacon signal as staff walk towards
- ✓ Staff click on resident picture
- ✓ Alerts and details appear on the screen including Summary Care Plan





P5Insight for Residential or Community / Home care



Thank you

