Digital Health: A Human Imperative

Jim Birch AM
Chair, Australian Digital Health Agency
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Australia produces high quality health outcomes

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

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 $1.2 billion – 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
Health care professionals want digital health services

Top 5 activities **health professionals** want to use digital technologies to help better support them to deliver health services

<table>
<thead>
<tr>
<th>ACTIVITY</th>
<th>Currently using a computer, smart phone or tablet</th>
<th>Not using, but interested in using a computer, smart phone or tablet</th>
<th>Not interested in using a computer, smart phone or tablet for this activity</th>
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<tbody>
<tr>
<td>Sharing health records with my patients</td>
<td>25%</td>
<td>59%</td>
<td>7%</td>
</tr>
<tr>
<td>Transferring prescriptions to the pharmacy</td>
<td>25%</td>
<td>56%</td>
<td>8%</td>
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<tr>
<td>Providing interactive decision-making support</td>
<td>32%</td>
<td>53%</td>
<td>6%</td>
</tr>
<tr>
<td>Communication with patients before or after consultations</td>
<td>33%</td>
<td>49%</td>
<td>7%</td>
</tr>
<tr>
<td>Sharing health records with other practitioners</td>
<td>43%</td>
<td>45%</td>
<td>4%</td>
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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

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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.

“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
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
### 12 months on – what’s been achieved in the Agency

<table>
<thead>
<tr>
<th>My Health Record</th>
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<tr>
<td>• COAG and clinical support for My Health Record national expansion</td>
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<tr>
<td>• Public &amp; private pathology, diagnostic imaging and community pharmacies uploading</td>
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<tr>
<td>• Release 8 – Enhanced Medicines View</td>
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<tr>
<th>National Digital Health Strategy</th>
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<tr>
<td>• National conversation – over 3,000 people participated in 103 forums – Over 1,000 submissions and survey responses</td>
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<td>• COAG approved on 4 August 2017, implemented 2018-2022</td>
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<th>Secure Messaging</th>
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<td>Undertaken proof-of-concept trials to overcome the barriers to secure messaging between providers</td>
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<th>Interoperability &amp; Data Quality</th>
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<td>Launched initiative to develop an interoperability vision and roadmap for Australia</td>
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<th>Innovation &amp; New Models of Care</th>
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<tr>
<td>• Children’s Health Collaborative (NSW)</td>
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<tr>
<td>• Supporting Telehealth (NT)</td>
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<tr>
<td>• Support Health Care Homes trial and more integrated management of chronic illness</td>
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<td>• Improvements in information sharing in emergency care</td>
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The National Digital Health Strategy: delivery to 2022

<table>
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<tr>
<th>Feature</th>
<th>Category</th>
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<tbody>
<tr>
<td>Health information that is available whenever and wherever it is needed</td>
<td>MY HEALTH RECORD</td>
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<tr>
<td>Health information that can be exchanged securely</td>
<td>SECURE MESSAGING</td>
</tr>
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<td>High-quality data with a commonly understood meaning that can be used with confidence</td>
<td>INTEROPERABILITY AND DATA QUALITY</td>
</tr>
<tr>
<td>Better availability and access to prescriptions and medicines information</td>
<td>MEDICATION SAFETY</td>
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<tr>
<td>Digitally-enabled models of care that improve accessibility, quality, safety and efficiency</td>
<td>ENHANCED MODELS OF CARE</td>
</tr>
<tr>
<td>A workforce confidently using digital health technologies to deliver health and care</td>
<td>WORKFORCE EDUCATION</td>
</tr>
<tr>
<td>A thriving digital health industry delivering world-class innovation</td>
<td>DRIVE INNOVATION</td>
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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.
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
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.

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.
Approximately 21% of Australia’s population is registered for a My Health Record.
A mobile 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.
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
Kevin is a 48 year-old man with multiple chronic conditions including diabetes, renal failure and hypertension. He was admitted to hospital after a serious cardiac event. His GP visited Kevin at home shortly after he left hospital and had not yet received the discharge summary in his practice, but by viewing the summary in My Health Record was able to see that five of Kevin’s medications had changed. His GP was able to provide immediate follow up care to Kevin regarding the medication changes.

“I was able to prepare and print the prescriptions for the new medicines and use the discharge summary as a checklist when I visited Kevin and reviewed the medication. Without this information I would not have been able to provide the follow up care I needed to.”

He was then able to upload a new Shared Health Summary for Kevin, ensuring the new medication regimen was available in his My Health Record to other care providers.
Contact Us

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