Digital Health Basics In General Practice

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Healthy People, Healthy Communities

CONTENTS

DIGITAL HEALTH FUNDAMENTALS

Hardware

- Keep hardware up to date ie: BIOS & Drivers.

- Review it - Does your hardware allow your team to work efficiently?

- Do you have a hardware refresh plan?

- Keep your hardware clean!
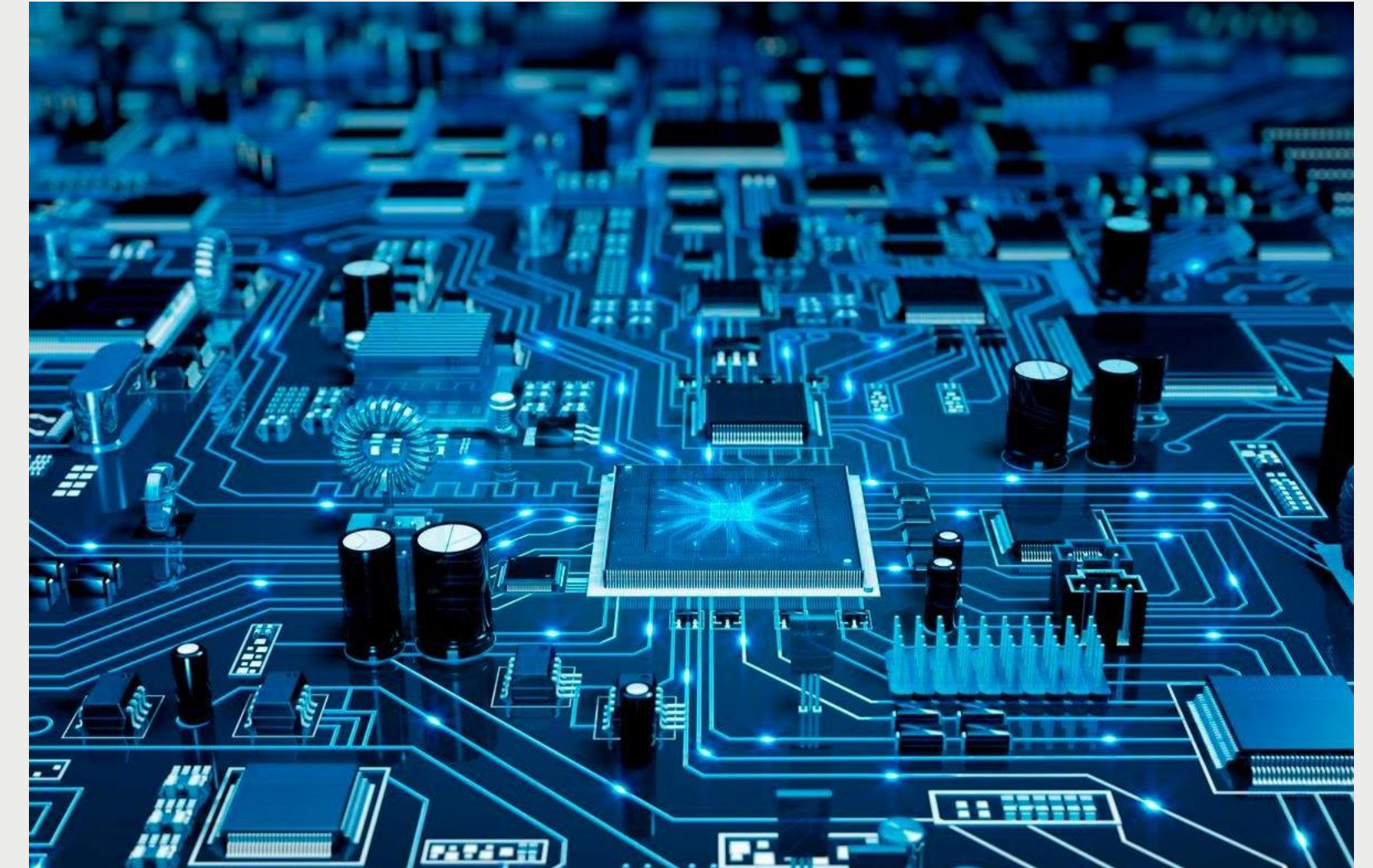
Software

- Keep all software up to date and running on the latest version.

- Don't unduly delay software upgrades (PMS/OS).

- Run the database update tool after each PMS upgrade.

PRODA/HPOS

- Do you have the right roles (RO/OMO's) and delegations in place to ensure business continuity?

- Who can input PIP/WIP Confirmation statements, CTG registrations or Teaching PIP payments?

- Who can access HPOS to revoke/reissue and download certificates? Where is the password sent?

NASH & Site Certificates

- NASH underpins many digital health initiatives.

- After downloading a certificate rename it and store it where it's accessible in the event of an IT failure.

- Upgrade to SHA-2 by March 2022.
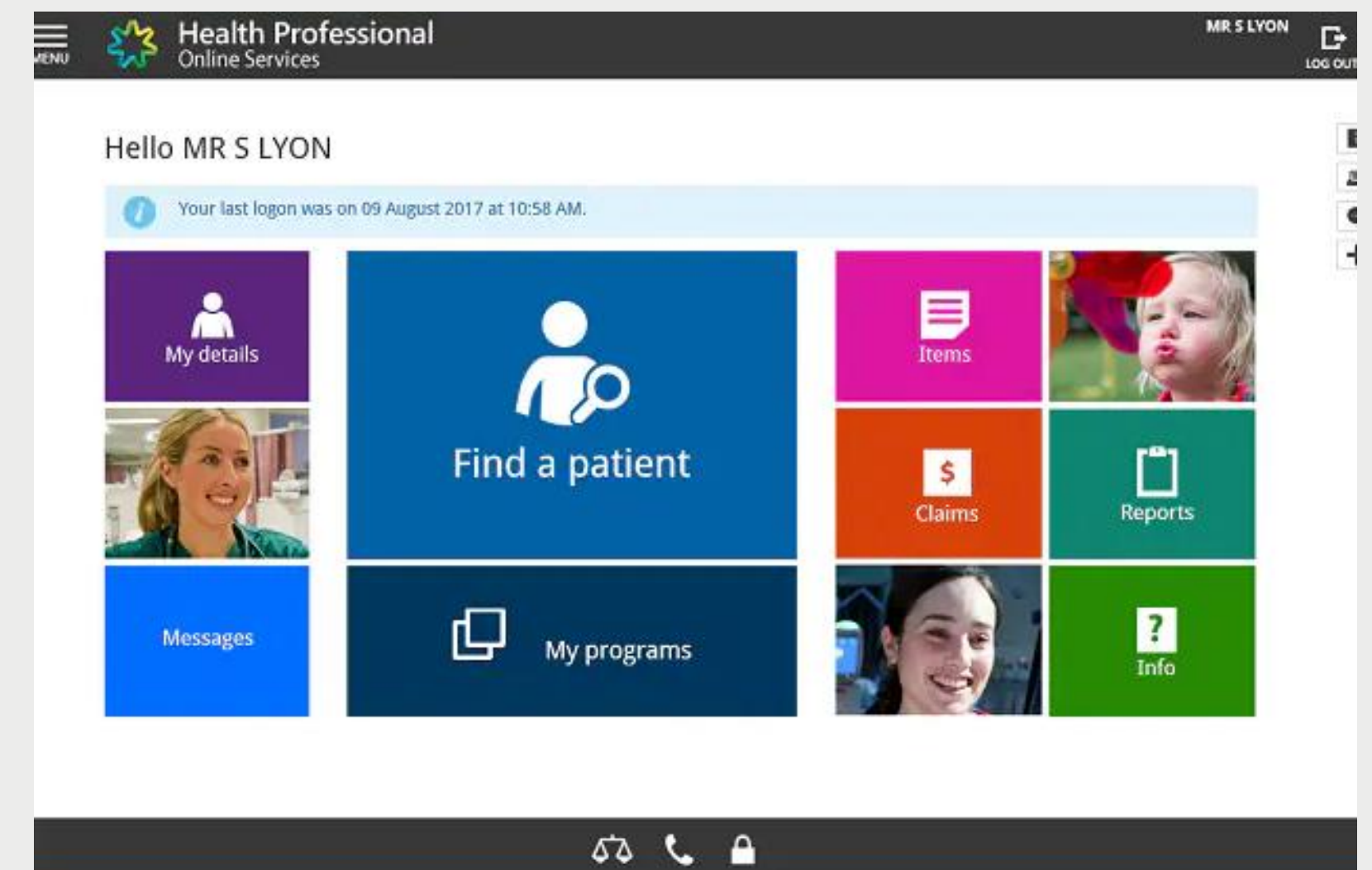
DIGITAL HEALTH FUNDAMENTALS

Data Security – Is your patient data secure?

- Security software – Is it fit for purpose?

- Are your doctors using SeNT eReferrals where possible?

- Secure Messaging – Is it used to send & receive or just receive? Should you have capability to do both?

- What do you use email for and do emails you send or receive contain patient information?

- Fax/eFax – Is your fax secure? Does your eFax use email and if so is this secure or encrypted?

- Remote access – Who has remote access, where are they accessing from and is this secure?

- Are staff trained and then regularly updated about cybersecurity?

DIGITAL HEALTH FUNDAMENTALS

User permissions

- Do they allow staff to work effectively within their job scope?

- Who needs administrator level access & who doesn't?

Passwords

- Are they changed regularly?

- Are they complex?

Backups

- Are they done daily and stored offsite?

- Cloud vs External Drive.

- Secondary Server.

- Have you tested your data recovery from your backup?

DIGITAL HEALTH FUNDAMENTALS

Policies & Procedures

- Social Media/Email & Internet/ Secure Messaging/My Health Record/eScripts/Data Records

- Does what you say you do in your Policies & Procedures Manual match what you actually day to day?

IT Consultants/Suppliers

- Do you use an IT supplier or do you do it yourself?

- Does your IT supplier have specific health industry knowledge?

- Do you know what they do?

- Do they consult with you or just do the work and send an invoice?

- Do you know all IT administrator passwords?

- Does your IT Consultant work for you or do you work for them?

DIGITAL HEALTH FUNDAMENTALS

ePrescribing

- Are all of your practitioners registered with eRX/Medisecure?

- Does a barcode or QR Code print on paper scripts?

Community Health Pathways has additional information:
https://hneclassic.communityhealthpathways.org/742625.htm

eOrdering (Pathology & Imaging)

- Pathology: currently only available through Australian Clinical Laboratories, Douglass Hanly Moir and Laverty (released last week).

- ACL single set up which includes automatic upload to My Health Record.

- DHM require a two step set up and having DHM eOrdering set up in your PMS doesn't automatically configure it for MHR uploading.

- Imaging: I-MED Radiology offer eOrdering through Best Practice.

- Other labs are developing their offering.

- Contact your regular providers to check availability and to arrange set up in your PMS.

SeNT eReferrals

- Issue with attaching imaging should now be resolved.

- Living Referral functionality released this week.

- Please contact us if you need any support or experience any problems!

- BPAC 1800 247 544

- Peter Mullen 0448 849 916 or pmullen@thephn.com.au

- Jaclyn Allison 0438 479 681 or jallison@thephn.com.au

Quality referrals delivered securely

eReferral SeNT every time

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BPAC
CLINICAL SOLUTIONS

Quality Improvement Activity

for ePrescribing

Plan Do Study Act – PDSA

Plan

What are we trying to accomplish?

Increase in electronic prescriptions (eScripts) prescribed for patients by 31 July 2021

10 eScripts successfully prescribed and dispensed by the 31 July 2021

From 1 May- 31 July 2021 all patients will have the following - ready for ePrescriptions

- DOB confirmed

- IHI validated

- a mobile (smart) phone number entered and / or

- email address on file

Assuming that you have the current software and have spoken to local Pharmacies

Do

- Involve your team, and develop a QI Project Plan – PDSA templates available through the phn

- Who will be involved, Receptionist, GP, Practice Manager

- IT system implications – updated to latest version, eRx and Secure Messaging

- How much time will be required for the staff eg receptionist getting the details from patients as they come into the practice or phone calls

- Contact local Pharmacies to check if they are able to accept ePrescriptions

- Any other ramification or costs
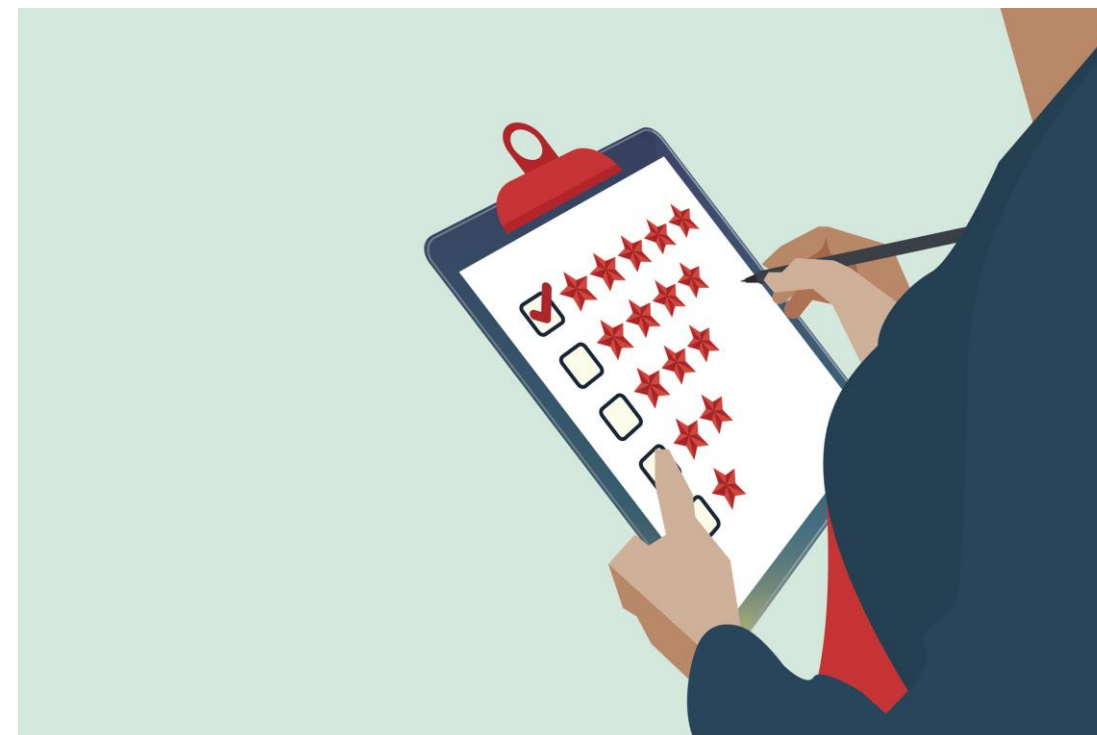
Study

Measure new data to baseline data

Share outcomes with team

This happens after the quarter has finished and data can be collected and reviewed.

- Did the activity work well?

- Did you have an increase numbers in ePrescription?

- Did the system work for all GPs in the practice?

- Doctors will feel comfortable with the new process

- Patients will be happy to receive the escript.

- Patient will see their Medication in their My Health Record

Act

Review and continue or review and start again with a new idea to improve the activity.
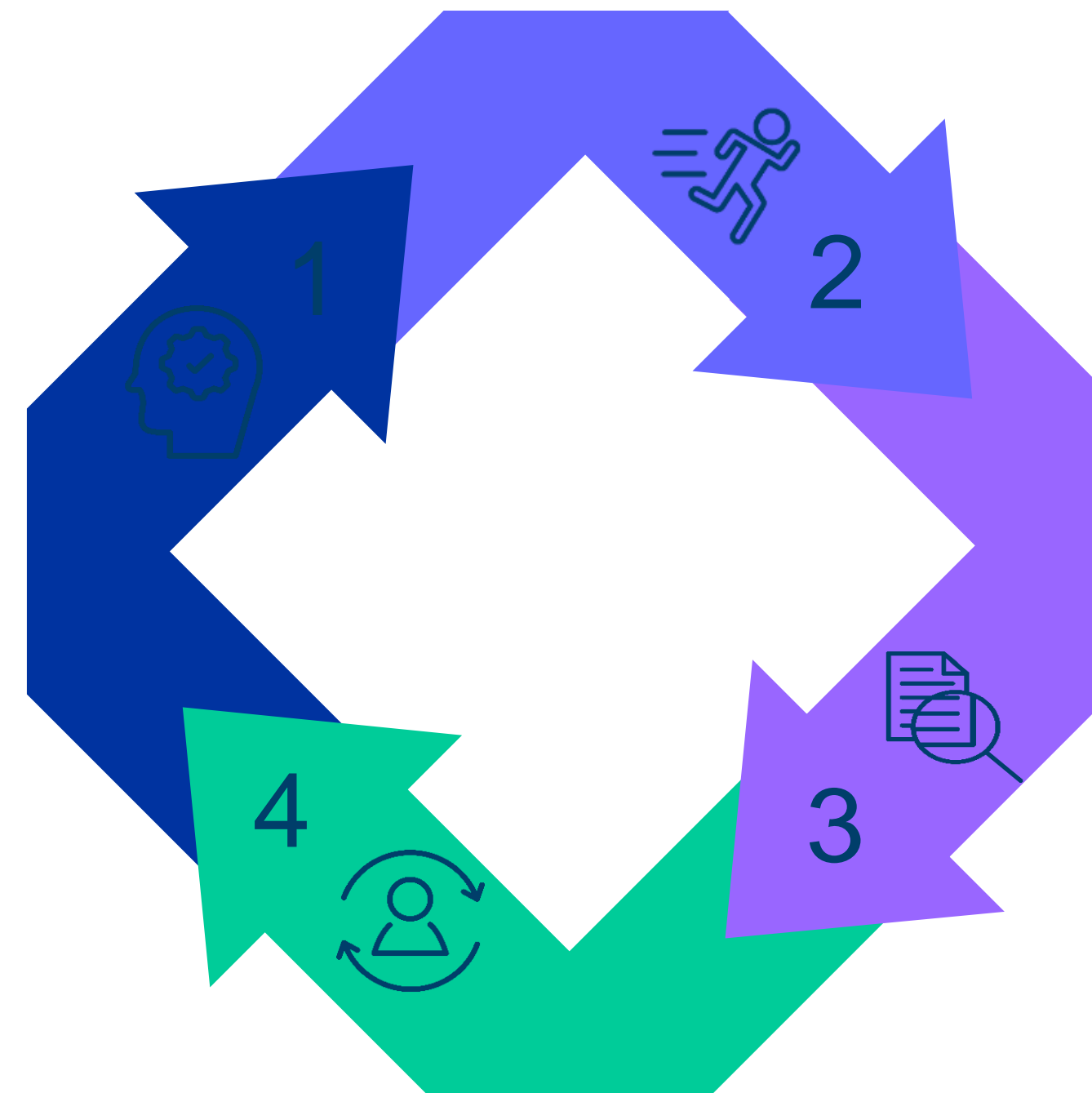
Quality Improvement
Plan, Do, Study, Act

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PLAN
Who
When
Where
Data predications
Data required

DO
Help you test the ideas
Any unexpected events or problems?
Record data

ACT
What will we take forward?
What is the next step or cycle?

STUDY
Analysis of actions and data
Reflection on the results
Compare to predictions

Questions?

Sandie Hordern & Peter Mullen

May, 2021

PRIMARY HEALTH NETWORK

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