



LEGISLATIVE ASSEMBLY
FOR THE AUSTRALIAN CAPITAL TERRITORY

SELECT COMMITTEE ON ESTIMATES 2014-2015
Brendan Smyth MLA (Chair), Mary Porter MLA (Deputy-Chair),
Giulia Jones MLA, Yvette Berry MLA



**ANSWER TO QUESTION TAKEN ON NOTICE
DURING PUBLIC HEARINGS**

Asked by Mr Brendan Smyth and Mr Jeremy Hanson on 20 June 2014: Ms Redmond took on notice the following question(s):

Ref HD-No16: Hansard Transcript 20 June 2014, page 116

In relation to e-health applications that have been rolled out

THE CHAIR: So could we have a list of the 20 applications that have been developed and is there a list of what is outstanding?

Ms Redmond: Yes, absolutely.

THE CHAIR: Then beyond that is there a wish list that Peggy Brown wishes to see two—

Ms Gallagher: That will come to me first before it comes to the estimates committee.

THE CHAIR: —or three—well the committee can ask for the wish list, minister. Is there a wish list that you might provide to a minister or to the head of the service that you might be wanting to share with the estimates committee??

Ms Gallagher: And see (indistinct) 4.41.28 for a week in bed.

THE CHAIR: That does not sound very helpful, minister.

Ms Redmond: It is a work in progress, but I can certainly provide the list of projects under the program.

Mr Hanson: When you do can you provide a little explanation about what they are?

Ms Redmond: Absolutely.

Mr Hanson: In simple terms.

Ms Redmond: Yes, non-technical terms.

Katy Gallagher MLA: The answer to the Member's question is as follows:—

Projects which have been completed since the commencement of the Health-e Future Program are as follows:

- **Clinical Information System within ICU at the Canberra Hospital and Calvary Hospital**
MetaVision, the ICU Clinical Information System, enables ICU staff to manage all clinical documentation electronically. The system integrates with the clinical modalities and provides staff with an integrated and complete view of patient health information at the point of care.
- **Clinical Information System for Capital Region Cancer Service (Medical Oncology and Haematology)**
The implementation of the Cancer Services Information System, CHARM, enables Medical Oncology, Haematology and Immunology staff to access patient demographic, scheduling, billing and prescribing information electronically. In addition, chemotherapy is now prescribed using CHARM, enabling the treating team to view chemotherapy records and appointments from a single access point.
- **EDIS Implementation – Calvary**
The Emergency Department Information System (EDIS) is now a consistent application across Canberra Hospital and Calvary Hospital, which improves consistency of patient information across ACT Health Services.
- **Health Services Directory “Find a Health Service”**
Find a Health Service provides healthcare consumers with an easily accessible, internet based, user-friendly directory of health services available in Canberra and the surrounding region. A mobile application is also available for both Apple® and Android devices.
- **Clinical Portal**
The ACT Health Clinical Portal enables members of the treating team within ACT Health and Calvary Hospital to access key information about their patients from a single access point. The Portal provides access to information in an efficient, timely way; and reduces the need for clinicians to log into multiple clinical systems.
- **Integrated food services management system – Phases 1, 2 & 3**
The Phase 1 implementation of *MyMeal* enables Food Services staff and Nutrition Services staff to create customised patient menus, which cater to each patient’s specific dietary requirements. These menus reflect patients’ cultural requirements, allergies and dislikes, as well as their medically prescribed diets.

The central production unit, purchasing and inventory component of this project (Phase 2) has modernized the management of inventory and the preparation of meals, resulting in increased economies of scale, reduced wastage, improved meal demand management, and increased transparency of costs. Phase 3 has delivered the Nutrition Rules and Alerts component of this project.
- **Digital Mammography**
Digital mammography machines and a digital image storage system have been implemented within BreastScreen ACT. Digital Mammography provides higher quality mammography images, reduces the number of unnecessary repeat screenings, lowers radiation exposure for clients of the service, and reduces the risk of chemical injuries to staff.
- **Single sign on to applications – 15 applications so far**
Single Sign-On simplifies the process of logging into computer applications and reduces the need to remember multiple different passwords. Once activated, Single Sign-On stores passwords for individual applications and automates the application log-in process for staff who have logged into the ACT Government computer network.

- **Wireless Connectivity within the Canberra Hospital Campus – Phases 1, 2 & 3**

ACT Government Laptops and tablet-PCs can be connected to the Wireless Network within clinical areas of the Canberra Hospital. This enables staff to access information as they move about, rather than relying on fixed computers. Access is also available from personal ('bring your own') devices.

The final stage of this project involved the roll-out of wireless network infrastructure within additional areas of the Canberra Hospital Campus, to ensure continuity of service provision. The focus has been on spaces between buildings, including well utilized egress routes.

Roll out of wireless networking capabilities within new facilities is being undertaken as part of the Health Improvement Program (HIP).

- **Digital nurse call, security, duress and building management systems within the Adult Mental Health Unit and Centenary Hospital for Women and Children**

The Adult Mental Health Unit, and the Centenary Hospital for Women and Children, include adaptable ICT systems to support the provision of high quality health services to consumers. These systems include:

- a flexible, adaptable nurse call system which can be configured to meet the needs of specific healthcare services;
- an interactive handset system which provides personal mobile duress, enables internal mobile communication within the healthcare facility, and integrates with the nurse call system to receive nurse call requests sent to the portable handset;
- an upgraded building management system, which includes a focus on improved environmental efficiency; and
- an enhanced access control and security system, which supports the provision of a safe, secure healthcare environment for consumers and staff.

- **Renal Electronic Medical Record**

The Renal Electronic Medical Record, Clinicalvision, enables members of the treating team to access and contribute to patient medical, treatment and administrative information across different Renal Service locations. This system also interfaces with the Renal Dialysis machines.

- **Patient Administration System for Calvary Public Hospital**

This project has delivered a consistent patient administration system across ACT Health. Implementation of the ACT Patient Administration System (ACTPAS) at Calvary Public Hospital facilitates improved patient identification and administration; more consistent recording of patient information; and increased visibility of the patient journey across ACT public hospitals.

- **Patient Master Index – Phases 1 & 2**

The Patient Master Index (PMI) Project has delivered a single unique patient identifier across all public health care providers within the ACT. This improves the availability, completeness and accuracy of patient information across ACT Health, and facilitates participation in National E-Health initiatives.

- **Implementation of the national Individual Healthcare Identifiers into the PMI.**

Integration with the national Health Identifier (HI) service is an essential foundation to enable the ACT to participate in National E-Health initiatives. It is now possible to search, retrieve and store Individual Health Identifiers (IHI) in the ACT Patient Master Index (PMI).

- **Implementation of the Consumer Portal to a pilot group.**

The consumer portal, *My eHealth*, provides consumers with greater access to their personal health information, and greater visibility regarding upcoming appointments. Initially, the Portal provides access to demographic information, appointment details, Canberra Hospital inpatient discharge summaries, and details of previous inpatient visits. This application is being piloted with a subset of patients within the Chronic Disease Program and with interested members of the Health Care Consumer Association of the ACT (HCCA).

- **Identity and Access Management – Phases 1 and 2**

The Identity and Access Management (IAM) Service provides a simple, fast and effective process for managing access to computers and buildings, with the aim of ensuring there is minimal delay in the provision of access for new staff. Phases 1 and 2 of the IAM project have been completed.

Phase 1 includes the IAM base infrastructure and account creation service, which has reduced the network log-on creation time to less than one day (from time of approval) and has reduced the paperwork involved in creating network log-ons and staff ID cards.

Phase 2 includes the expansion of the IAM Service and the implementation of streamlined processes for gaining access to key applications.

A number of related technologies are also being trialled, including a 'Rapid sign-on' facility, to enable rapid logons to a PC following the initial log-on during a given shift; and "Follow me" technologies, which allow staff to re-activate the previous log-in session at a different PC.

- **eOrders for Medical Imaging**

A new electronic ordering facility for Medical Imaging has been implemented. This facility, known as 'eOrders for Medical Imaging', is accessed via the ACT Health Clinical Portal, which also provides access to Medical Imaging results and other key health information. eOrders is now the primary method for placing Medical Imaging requests.

- **Electronic Health Record**

This project ensures the ACT has the capacity to participate in National E-Health Initiatives, such as the national eHealth Record System, which enables patients and doctors to share personal health information electronically; and provides both consumers and external providers with better access to view and share information. The national eHealth Record System is also known as the national Personally Controlled Electronic Health Record (PCEHR).

The ACT Health Clinical Portal is now integrated with the national eHealth Record System to enable the submission of electronic discharge summaries from the Canberra Hospital to the national eHealth Record System. Work has also been undertaken to enable clinicians to view national eHealth Records within the Clinical Portal.

- **Implementation of Public Wi-Fi within ACT Health facilities**

Free public Wi-Fi for healthcare consumers is now available within the Canberra Hospital and at Wi-Fi enabled Community Health Centres located at Belconnen, Tuggeranong and Gungahlin.

- **Clinical Portal Upgrade**

An upgrade to the Clinical Portal has been completed. This project involved an upgrade to the Clinical Portal software and the underlying ICT infrastructure. This upgrade will support the implementation of the Breast Screening Information System (BIS) and Electronic Whiteboard. The upgrade also provided a new user interface (updated look and feel for users); support for the latest Internet Explorer versions (IE 7 and above); support for the latest operating systems (including iOS and Safari); and a database upgrade (SQL 2008).

The following projects are currently underway:

- **Electronic management of referrals within Community Based Services**

This project involves development of improved tools for the management of referrals to ACT Health community based services, via the Community Health Intake (CHI) Service.

- **Digital Mammography – Breast Screening Information System**
 The Breast screening Information System (BIS) will provide BreastScreen ACT with a comprehensive clinical record, to complement the recent introduction of Digital Mammography capabilities.
- **Patient Access Project**
 A project to implement a queue flow management solution within the Belconnen Health Centre is underway. Queue flow management solutions are designed to streamline the way in which appointments are managed when patients arrive at a health care facility, thus enabling staff to focus on service delivery.
- **Electronic order entry for pathology requests**
 eOrders for Pathology will be integrated with the ACT Health Clinical Portal, to provide a central point for ordering and viewing results of diagnostic pathology. A solution that streamlines the capture of information associated with specimen collection will also be implemented.
- **eRostering**
 The eRostering solution, known as MyShift, is designed to provide enhanced reporting capabilities and improve sharing of data between systems, resulting in improved workforce planning and more efficient rostering across ACT Health. An online self-serve facility is also available to provide staff with access to features such as individual timesheets, rostering information, and the opportunity to electronically request roster changes.

A staged roll-out of MyShift is being undertaken, and go-live for the first group of staff occurred in May 2013. MyShift will continue to be rolled out to additional staff over the coming months.
- **Community Clinical Record**
 The Community Clinical Record (CCR) will replace existing paper based clinical records with a shareable electronic clinical health record tailored to meet the requirements of community based services. The CCR will enable clinicians to access and enter clinical information in real time, regardless of where the service is provided.

A proof of concept has been demonstrated to staff of community based services, and configuration of the application is being undertaken in collaboration with clinicians. A phased implementation has been selected, commencing with the Community Care Program.
- **Location Based Services**
 This project is considering options for using technology solutions such as electronic tagging, wireless communication, and asset-tracking software within ACT Health.

A review of business requirements for asset tracking and location based services has been undertaken, and standards for identification of items and methods of data capture are currently being developed.
- **Electronic Medication Management**
 The Electronic Medication Management (EMM) system will provide sophisticated medication management functionality, which encourages more transparent communication of medication history across care settings. This will result in improved medication safety in ACT Health facilities which prescribe, manage and administer medication.
- **Patient Master Index – Phase 3**
 Phase 3 of the Patient Master Index Project involves development of a single, central patient registration application for ACT Health, to improve the quality of data capture at the point of registration.

- **Electronic Clinical Record system for ACT Health – replacement of CRIS**
This project will result in an integrated electronic clinical record across ACT Health services, to replace the current Clinical Record Information System (CRIS). This will improve the consistency, quality and completeness of clinical records across the ACT Health, and will improve the availability and timeliness of information available for clinical decision-making at the point of care.
- **Electronic Medical Record**
This project will result in an integrated patient-centric electronic medical record, which is linked to the Clinical Portal, eReferrals, eDischarge and eOrders. Initially, the following areas are being considered for inclusion within this electronic medical record: Infection Control, Infectious Diseases, the Walk-in-Centres, Diabetes Service, and the Maternal and Child Health Service.
- **Expansion of Consumer Portal**
The My Health Consumer Portal currently provides registered users with access to demographic information, appointment details, Canberra Hospital discharge summaries, and details of previous inpatient visits. The Portal will be expanded and rolled out to additional participants, in line with implementation of the Electronic Medical Record.
- **Electronic Health Record**
This project will ensure the ACT continues to develop capabilities required to participate in National E-Health Initiatives, such as the national eHealth Record System, which enables patients and doctors to share personal health information electronically.

This project is also:

- Reviewing the ACT Consumer Portal which was rolled out for a small pilot group of consumers in July 2012, to examine requirements for expansion of the functionality and usage of the Portal;
- Developing a proof of concept for an ACT Health Clinical Repository; and
- Exploring requirements for the development of a provider portal, in consultation with key stakeholders including the ACT and Southern NSW Medicare Locals.

- **Faster Access to ICT Systems**

To enable access to ICT Systems within a minimal timeframe, a trial of Imprivata OneSign is being undertaken within the Canberra Hospital Emergency Department. This solution enables staff to use their building access cards to log into shared computers within approximately 10-15 seconds, which greatly improves the login timeframe. In addition, staff are automatically logged into key applications, when using Imprivata.

The trial period has enabled us to identify a number of adjustments which are required to enable an optimal implementation of this technology. Once these adjustments have been carried out, Imprivata OneSign will be progressively rolled out across the Canberra Hospital.


This technology has allowed for the removal of generic logins within the Emergency Department and will greatly reduce the current reliance on generic logins across the Canberra Hospital Campus.

- **Medical Grade Network**

The Medical Grade Network (MGN) project provides the information and communication technology (ICT) infrastructure to support the operation of advanced clinical applications and ICT devices. The MGN enables efficient communication between applications and hardware components.

A range of network infrastructure has been upgraded, and the project is currently focusing on the connection of buildings to the campus fibre ring and establishment of improved floor distribution of ICT infrastructure within existing buildings.

Approved for circulation to the Select Committee on Estimates 2014-2015

Signature: 

Date: 30.6.14

By the Minister for Health, Katy Gallagher MLA