Eyes on the future at Expo 2018

More than 2,100 people gathered at a new-look 2018 HealthShare NSW and eHealth NSW Expo, where the record crowd learnt about how eHealth NSW’s programs, services and partnerships are helping to create a digitally enabled health system serving one-third of Australia’s population.

Declaring Expo a flagship event for NSW Health, Deborah Willcox, Chief Executive of Northern Sydney Local Health District, delivered the opening address to clinical and management staff from all four corners of the state.

“eHealth NSW and HealthShare NSW are delivering innovation in an integrated and collaborative way,” she told delegates.

“You are working with other agencies across NSW Health so we can break down the silos of old and offer more seamless and integrated experiences for patients and better, more cost-effective systems and services. And that work is making a difference to the people of NSW.”

Held at the International Convention Centre on 1 November, Expo 2018 included inspiring and uplifting presentations from Paralympian Curtis McGrath, London bombing survivor Dr Gillian Hicks and sign-language specialist Andy Dexterity.

Focusing on Expo’s theme of ‘Innovate, Integrate, Inspire’, eHealth NSW Chief Executive Dr Zoran Bolevich and HealthShare NSW Acting Chief Executive Carmen Rechbauer both used their CE addresses to explore the ways in which their organisations are doing just that.

“One of the main aims of eHealth NSW is to lead and coordinate the digital transformation of Australia’s largest public health system.”

Continued on page 2
Collaboration is one of eHealth NSW’s core values. It’s about achieving better results together, in genuine partnership. We understand that our clinicians and health agencies have unique needs and deep local understanding and we are focused on working in partnership with them to ensure our solutions serve those needs and create the best patient outcomes.

I firmly believe that fostering a culture of true collaboration is increasing our creativity and innovation by enabling opportunities to learn and build on diverse thinking. It’s also improving our work practices and our ability to drive the digital transformation of the NSW public health system.

At the Chief Executive Awards presented at Expo, examples abounded of collaboration and the benefits of working closely with our partners. The eMR Connect Program, in partnership with Northern Sydney LHD and Central Coast LHD, was a joint winner for the Innovation Award. They demonstrated a patient-centric collaboration and used a ‘stacked approach’ to implementing electronic medication management. This meant that seven sites were enabled with safer, smarter care 34 months sooner than expected.

The other joint winner was the iExpenses Project Team, Corporate Applications, Service Delivery, in partnership with HealthShare NSW. The teams designed and implemented iExpenses, the new employee expense management system within StaffLink which gives employees 24/7 self-serve access and has increased the overall efficiency of NSW Health.

Another excellent example of collaboration is our Integrated Care team and their role in the statewide Patient Reported Measures program. The team is working with the Agency for Clinical Innovation and the Ministry of Health to design and implement a system for the ongoing collection and use of patient feedback on their experience of care and outcomes achieved. This project also showcases collaboration with GPs and other community-based providers, as well as consumers.

On a related note, I am pleased to announce that, following a competitive recruitment process, Steve Badham has been appointed as the new eHealth NSW Portfolio Director of Integrated Care.

Steve brings a deep understanding of collaboration and stakeholder engagement, with extensive experience in leading large programs across multiple jurisdictions, including the National Children’s Digital Health Collaborative. The Collaborative will transition to the Integrated Care Portfolio and remain under Steve’s leadership and a new Program Director will be appointed.

Whether focused on child health, patient outcomes, safe management of medications or improving staff experience, the above examples demonstrate eHealth NSW’s commitment to a collaborative culture and work practice – both within our organisation and across the broader health system. I invite you all to regularly share examples like these, so that we can acknowledge them and learn from them.

Dr Zoran Bolevich
Chief Executive eHealth NSW
Chief Information Officer
NSW Health
eMeds makes its rural debut

Patients in rural and regional New South Wales are set to benefit from smarter, safer and better care thanks to the introduction of electronic medication management (eMeds) across more than 110 NSW Health facilities over the next 14 months.

In one of the world’s largest projects of its kind, eMeds is being deployed at a total of 178 facilities across the state as part of the ongoing digital transformation of NSW Health.

Stretching from Bega in the south to Broken Hill in the west and Tweed Heads in the north, the roll-out of eMeds will ensure patients living in far-flung areas of Australia’s most populous state have access to the same cutting-edge technology that is benefiting patients in and near Sydney.

eMeds is an additional function of NSW Health’s electronic medical record and provides a complete, real-time digital picture of patient medications as they are prescribed, reviewed, dispensed and administered in hospitals.

In rural and regional NSW, eMeds will support 17,000 clinicians caring for more than 1.3 million patients annually, said Rick Turner, Program Director of eHealth NSW’s eMR Connect Program.

“Given almost every patient admitted to hospital will take at least one medication, the benefits of eMeds are substantial for clinicians and patients alike,” he said.

“A review of the first 38 eMeds-enabled health facilities in Sydney demonstrated improved safety and quality of care, and clinician access to information. These improvements directly relate to fewer adverse medication events which, in turn, led to improved health outcomes and reduced costs for the broader health system.”

By the end of 2019, eMeds will be available in more than 110 rural health facilities across NSW – ensuring state-of-the-art care is available to all patients, no matter where they live, Dr Turner said.

The implementation of eMeds in rural NSW began at Goulburn and Kenmore Hospitals and Bourke Street Health Service in Southern NSW LHD in September. Broken Hill Base Hospital, Tibooburra District Hospital, Menindee Health Service, Griffith Base Hospital, Lismore Base Hospital, Batemans Bay District and Moruya Hospitals are also now live with eMeds.
With eHealth NSW’s programs, services and initiatives dotted throughout four neighbourhoods of the exhibition space, delegates were offered a taste of the ways in which the organisation supports the creation of a digitally enabled and integrated public health system for the people of NSW.

**IN THE DATA AND SECURITY NEIGHBOURHOOD**

- **The Data and Analytics Portfolio** showcased its work, including a pilot of the Pascal Metrics risk trigger monitoring (RTM) tool at Blacktown and Prince of Wales Hospitals, where it is unlocking answers to when, where and why patient harm is happening – and how it can be prevented or minimised in the future. The team also shared plans for NSW Health staff and health-degree students to soon have access to a new foundational curriculum in digital health and data analytics, which eHealth NSW is developing with the University of Sydney and the Health Education and Training Institute (HETI).

- **The Information Security team** demonstrated how cybersecurity threats are all around us. With additional security infrastructure, the team is enhancing NSW Health’s ability to prevent and deal with threats as it educates NSW Health staff via its newly updated Cyber S.A.F.E (Security Awareness for Everyone) training as it is rolled out across the state.

- **Corporate Analytics** showcased the wide range of data and business tools it offers staff – approximately 50 products in total, including finance, workforce and organisation-wide dashboards.
The Clinical Engagement and Patient Safety directorate showed how it engages with clinicians to design better, safer digital systems which have patients at the centre.

The eMR Connect, Electronic Record for Intensive Care and Rural eHealth Programs united to demonstrate how they are engaging and collaborating with clinicians and specialist working groups from across the state on initiatives, including the Single Rural Formulary and an innovative ‘stacked approach’ to clinical go-lives.

The RIS-PACS Program team highlighted how it is working with 11 health agencies to provide enhanced diagnostic services with easy and immediate access to medical imaging, allowing clinicians to make timely decisions about patient care.

The Enterprise Imaging Repository Viewer team showed how eHealth NSW’s provision of diagnostic-quality imaging is supporting NSW Health clinicians by enabling them to collaborate in real time and view cases prior to transfer or treatment. This is resulting in fewer transfers and repeat tests.

The Infrastructure Portfolio offered live demonstrations of how technology is making a difference for rural-based stroke sufferers, by linking them with metropolitan specialists who can diagnose and begin time-critical treatment more quickly.
• The ServiceNow Program showcased the benefits the new platform has to offer NSW Health, such as digitised forms, better self-service and more efficient business processes.

• The Information Security team showcased its Cyber S.A.F.E. (Security Awareness For Everyone) training.

• Corporate Applications & Programs told delegates how it is transforming NSW Health business management systems by moving to mobile devices. eHealth NSW continues to improve user experience and focus on mobile with Employee Online Mobile (EOL), AFM, PAT and StaffLink all having contemporary mobile experiences.
The HealtheNet and Integrated Care team showcased how, in addition to electronic discharge summaries, radiology data and dispense record information, the HealtheNet Clinical Portal has now enabled the sharing of NSW Health Pathology results from Pathology West and Pathology East with all NSW Health Local Health Districts and the national My Health Record system.

The NSW Health-led National Children’s Digital Health Collaborative shared its progress in developing, co-designing and implementing a range of transformative projects across Australia, aimed at improving the health and wellbeing of all Australian children.

The Investment, Strategy and Architecture directorate showcased its diverse work and how each of its four divisions are supporting delivery of the eHealth Strategy for NSW Health: 2016-2026.

Led by Client Services Manager Anthony Spiranovic, the Customer Engagement team hosted a barista stand where they chatted with stakeholders from across NSW Health about eHealth NSW services, further developing the existing strong relationships with our customers.
A Health Grade Enterprise Network for the future

As the reliance on ICT in healthcare continues to grow, NSW Health must ensure that the foundational ICT infrastructure across the state’s public health facilities is robust and reliant to meet future needs.

To address this challenge, eHealth NSW is collaborating with Health Infrastructure on a pilot project, known as the Health Grade Enterprise Network (HGEN), to explore different options for the procurement and management of critical ICT infrastructure.

Local Health Districts have done a great job in maintaining operations within their facilities, often with limited funds. With the movement of a much greater number of systems into the Government Data Centres it is imperative that our campus infrastructures are able to offer consistent and reliable services across the State, building on the great work that has been done to date.

As a result, eHealth NSW and Health Infrastructure are now examining options for new operational and sourcing models for local ICT network infrastructure including wired network, wireless network, in-building mobile coverage and passive infrastructure.

The Westmead Precinct Redevelopment, involving a new building (Central Acute Service Building), the refurbished Westmead Hospital and multiple Health Agencies (Western Sydney LHD and Sydney Children’s Hospitals Network), has selected as a pilot site as it covers both greenfield and brownfield sites.

Led by HGEN Program Director Andrew Pedrazzini, eHealth NSW held in late September a market briefing attended by around 170 personnel from around 40 interested vendors, ahead of the release of a Request for Tender.

The RFT closed in October, with preferred tenders expected to be identified by December 2018.

Assessment of the Westmead pilot, which will test the agreed options and market responses, is expected to be completed in mid-2019 and will inform the development of a strategic business case ahead of commencement of a pilot by April 2019.

For more information, email EHNSW-HGEN-Program@health.nsw.gov.au

WHAT ARE THE BENEFITS OF HGEN?

- Improving end-to-end consistent performance to the bedside for critical clinical systems such as the electronic medical record (EMR) and its electronic medication management (eMeds) module through standardised, consistent ICT infrastructure with contractually enforced service levels;
- Reducing complexity in hospital environments to more effectively support timely integration and delivery for new state-wide IT systems such as integrated care and patient Wi-Fi;
- Providing predictable and contained recurrent costs given that refresh and maintenance costs will be avoided;
- Supporting greater mobility for staff through improved Wi-Fi networks within health facilities.
ROB Open Day meets the mark

The inaugural Recruitment and Onboarding (ROB) Open Day provided more than 220 users from across NSW Health with insights into the new platform which has been designed to provide a flexible and more proactive recruitment process.

During the Open Day in Sydney in October, people who work every day with the ROB system had the opportunity to hear about future developments and provide their hands-on feedback to subject matter experts from Service Delivery’s ROB Program team.

“It was great to see such a fantastic representation of ROB users from across the state,” said ROB Program Manager Michael Bicknell. “The team is using their incredibly valuable feedback to ensure training, communications and ongoing system changes address the issues that the attendees told us were their priorities.”

There was a full agenda of presentations, workshops and ‘hands-on’ time facilitated by system experts.

Users reported that they would like meaningful notifications when a process has been completed by candidates, as well as notifications of system time-outs, better information on what reports are available and how to use them, as well as what fixes and enhancements are in the pipeline.

Eighty-six per cent of people said they were satisfied or very satisfied with the Open Day, which included an introductory presentation from NSW Health’s Deputy Secretary of People, Culture and Governance, Phil Minns, and was attended by Chief Nursing and Midwifery Officer Jacqui Cross as well as other clinical and workforce leaders from across the system.

“Every LHD conducts recruitment differently so it was great to hear about what other Districts are doing, and I enjoyed the presentation about job ads.”

“Good to see people communicating and opening up about issues. A lot of the time, other customers had answers or information to provide – there was great collaboration when the groups split up.”

“The advertising analysis by William Maudlin was incredibly helpful. The feedback session was also fantastic.”

“Appreciate the effort that went into organising the Open Day and I look forward to similar events.”

WHAT YOU SAID

L-R: Stephen Carney, Natasha Claxton, Larissa Vanderaa, Sarah Wilson, Sam Eggleton, Jessica Grembecki and Peta Pocock, all from eHealth NSW’s Corporate Training team within Service Delivery
Risk trigger tool unlocks answers to patient harm

To enhance patient safety in NSW public hospitals, eHealth NSW is utilising the Pascal Metrics risk trigger monitoring (RTM) tool to unlock answers to when, where and why patient harm is happening – and how it can be prevented or minimised in the future.

The tool captures combinations of events within the electronic medical record (EMR) in real time that may indicate patient harm. These events are then validated by a patient safety officer, after which targeted interventions are developed, implemented and tracked. Widely used in the US, deployment of the Pascal Metrics tool has typically resulted in a significant improvement in detection, management and prevention of instances of patient harm.

A proof of concept (PoC) trial is underway at Blacktown and Prince of Wales Hospitals in conjunction with the Agency for Clinical Innovation (ACI) and the Clinical Excellence Commission (CEC).

“This trial is very exciting for clinicians,” said Dr James Mackie, Medical Director, Patient Safety at the CEC.

“Trigger tools are a powerful method for detecting harm however they are limited by being labour intensive and a late indicator, usually after the patient has left the hospital. Pascal Metrics facilitates real-time monitoring of triggers, enabling early improvement interventions to minimise or prevent harm.”

The Pascal PoC governance group held its first meeting in September 2018 and the Pascal Metrics and NSW Health project team are set to visit the pilot sites in November 2018 to begin structuring local delivery.

With the technical integration phase on track to complete before the end of 2018, the clinical working group is now planning how the tool will be used to drive quality and safety initiatives at the pilot sites throughout 2019.

Lachlan Rudd, eHealth NSW’s Director of Data and Analytics, said the PoC is progressing well, with strong collaboration between LHDs and Pillar partners, and if successful will help inform a business case for an enterprise-wide solution.

PathWay to lead to better outcomes for sepsis patients

Better identification and faster treatment of patients suffering from life-threatening sepsis is the aim of a new analytics project called PathWay which allows real-time connectivity with medical devices.

A collaboration between eHealth NSW and NSW Health Pathology, the 18-month proof of concept (PoC) project aims to deliver better outcomes for patients suffering from sepsis, which is the body’s overwhelming response to infection that can lead to tissue damage, organ failure and death.

Particularly vulnerable to sepsis are those at higher risk of contracting an infection – the very young, the very old, those with chronic illnesses and those with a weakened or impaired immune system.

“The PathWay project is set to bring vitals and investigation data items onto a common platform and provide tailored information to clinicians through improved risk stratification,” said Dr Amith Shetty, Emergency Physician at Westmead Hospital and eHealth NSW Clinical Advisor.

“Aligning investigation results with clinical information and risk factors will better inform clinicians on patients groups who are at risk of adverse clinical outcomes.”
Welcome to eHealth NSW, Sue. You started your career as a registered nurse and have worked in hospitals in Canada, the UK and Australia – how does your clinical background help to inform the work you do now?

The great thing about having a clinical background is being able to relate deeply with our partners as we influence and improve clinical practice and the patient experience. Having a deep understanding of the clinical world – clinicians’ hopes, fears and frustrations that one small change we make can have on their day-to-day activities – is critical in being able to mitigate risk and prioritise accordingly.

Your career over the past six years has been spent in the NSW public sector, including stints at DFSI and the Departments of Premier and Cabinet and Industry. How is the digital transformation of the NSW Government progressing, in your opinion?

There are great examples of digitisation and innovation in all government agencies – online licence applications and renewals. This government recognises the need to overcome challenges faced by members of the community in engaging with government through digital channels. However, the focus is on outward-facing benefits rather than bringing greater efficiency to internal processes. As a result, there is still underinvestment in infrastructure. It’s difficult to sell these types of benefits in a business case.

What is your vision and key priorities for the Program Delivery directorate?

I see Program Delivery moving toward becoming a Centre of Excellence for program delivery capabilities, including project management, business analysis, testing, training, communications and change management, to provide greater consistency in how we manage deployment across the sector. In order to be prepared for the future, we need to embrace a flexible and innovative way of working to support the required business transformation – both our internal processes and those of the LHDs – that are needed around it.

What do you do in your spare time?

I volunteer as a non-executive Director of CCNB, a significant not-for-profit health and social services coordinator based on the northern beaches. When I joined the board in 2015, we faced an uncertain future with changes in government funding. I played a key role in shifting the strategic focus from service delivery to advisory services, introducing cultural and structural reform and deploying a CRM. With these changes CCNB has expanded into new markets, increased its footprint to a national presence and recently established a foundation with over $3 million in discretionary funds to support innovation of other not-for-profits.

Last but not least, do you have a mantra you live and work by?

Don’t be afraid to fail, as long as you pick yourself up and try again.
Managing incidents in a new and intuitive way

eHealth NSW is making steady progress with creating a new and improved system-wide incident management system called ims+ which will be piloted at one metropolitan and one rural Local Health District in late-2019.

Full consultation has been sought and received from NSW Health staff across the state on the modern, Cloud-based offering that will have greater configurability than the current Incident Information Management System (IIMS), which is nearing the end of its life but is being constantly monitored to ensure it remains stable and reliable.

A collaboration between eHealth NSW and the Clinical Excellence Commission, the introduction of ims+ will be managed in a wave of three roll-outs, with functionality built incrementally.

eHealth NSW is working with the Datix Group, which has almost 30 years’ experience in the provision of patient safety and incident reporting and more than 800 customers across the world.

A handpicked business user review group, many members of which have clinical backgrounds, is working under an iterative agile delivery method to ensure the system is fit for purpose, said Gary Rubie, eHealth NSW Director of Corporate Programs.

Throughout the process there will be strong stakeholder input, utilising the datasets and interfaces previously developed by NSW Health. This will begin in parallel with Datix establishing a secure Cloud environment which complies with NSW Health security requirements.

The new and improved ims+ forms part of implementation of the eHealth Strategy for NSW Health: 2016-2026, which seeks to deliver a number of digital enablers for the public health system.

For further information, email EHNNSW-IMS@health.nsw.gov.au

National Children’s Digital Health Collaborative

Consumer engagement is well underway for the Child Digital Health Record project – the first initiative being piloted by the NSW Health-led National Children’s Digital Health Collaborative.

Dubbo and Coonamble are the pilot sites for the Child Digital Health Record in the Western NSW Local Health District, along with the Blacktown region in Western Sydney.

The NSW project team recently ran a series of consumer workshops in Dubbo to understand the needs and wants of, and the barriers faced by, parents and carers in accessing a digital record of their child’s health and wellbeing information.

During these workshops eHealth NSW’s Stephanie Penn, Clinical Engagement Manager, and Jemma Black, Change Analyst, were invited to be a part of a traditional Aboriginal ‘Welcome to Baby’ ceremony in Dubbo.

This ceremony, pictured right and below, highlighted the importance the community places on raising children to be healthy, safe and thriving and to foster their connection to country.

For the latest on the Collaborative’s initiatives see https://www.childrenscollaborative.gov.au/
‘Virtual desktops’ to provide a more agile approach

Personalising the way NSW Health’s 135,000 clinicians use digital health technologies must deliver improved clinical workflow that leads to better patient care.

To support these twin goals, eHealth NSW is exploring technologies such as virtual desktop and cloud infrastructure that can be accessed via a secure clinical authentication system.

In this future state, a clinician’s personal desktop will live in a data centre, allowing a user to access their personal desktop from any secure mobile device, and this technology is at the heart of realising a more agile health workforce.

eHealth NSW has already delivered the foundations for this innovative technology through the work of its State Wide Infrastructure Service (SWIS) Program.

Most NSW Health clinical applications and systems require their own unique set of credentials, involving different usernames and passwords. Adding to the complexity is the fact that clinical users experience frequent interruptions in the hectic environments in which they work, such as wards, emergency departments and intensive care units.

eHealth NSW wants to empower clinicians with a simple, fast and secure login to clinical systems and applications such as the electronic medical record (EMR), without the need to authenticate every time.

The result will be that clinicians – who access several computers and workstations during the course of a shift – will spend less time logging in and more time doing what they do best: caring for patients, said SWIS Program Manager Peter Norris.

“Phasing out paper files has many advantages but some clinicians find it frustrating that there is limited access to computers and they may need to log in to different ones in different locations during a shift,” said Mr Norris.

Understanding clinicians’ needs, and the ICT maturity of each Local Health District, is part of the first stage of scoping this project, which is now:

• Identifying safe tools and methods of incorporating these new technologies that will be applicable across the state;

• Developing a framework that outlines both the technical and user requirements for a secure and fit-for-purpose state-wide solution;

• Working towards a proof of concept for state-wide roll-out.

Access to this personalised virtual desktop may occur via a tap-on tap-off mechanism, and allow seamless access to all applications relying on a single set of credentials. And this may eventually become a state-wide service, said Mr Norris.

For more information, see a video here.
NSW Health’s 150,000+ staff are set to benefit from an innovative information platform being built as a central, simple and efficient resource that digitises requests and enquiries and provides quality self-service opportunities.

eHealth NSW’s ServiceNow Program, part of the Service Delivery directorate, recently signed a statewide contract to enable the ServiceNow platform to digitise NSW Health’s business landscape.

By providing services with a customer-focused lens, eHealth NSW is looking to improve the user experience.

ServiceNow is currently being used by eHealth NSW and HealthShare NSW, to modernise tasks and processes by transforming how the organisations manage their daily work and how their customers interact with them, said ServiceNow Application Manager Grant Morgan.

“A big success has been the online leave application process that was trialed in eHealth NSW, HealthShare NSW and other health agencies, and employees and managers are experiencing the benefits,” Mr Morgan said.

“We are now ramping up activity, and broadening our engagements with Local Health Districts and Agencies to further optimise the platform.”

Intuitive and accessible via PC, ServiceNow is also mobile and tablet friendly. It integrates with StaffLink for user information and provides single sign-on.

Multiple streams of work are in progress to develop new applications within ServiceNow, some of which include:

- Information Technology (Operations and Service Management)
- Replacing the CA Tool for ticketing (IT, HR and Finance)
- Knowledge Management (providing self-service information – right information, right time)
- Digitising the eHealth NSW Service Catalogue (encompassing such items as Leave Forms, Access Forms, etc.)
- Enhancing visibility and tracking for the submitter.

Additional information about ServiceNow can be located on the ServiceNow Brochure.
Real benefits of real-time access

Imagine being admitted to hospital on multiple occasions and going through a battery of blood tests each time. What if you didn’t need to repeat those tests because the results were all accessible through HealtheNet and My Health Record?

That’s exactly what happened to James, a seven-year-old boy transferred to Nepean Hospital at 8:30pm on a Friday following an extended stay at Sydney Children’s Hospital in Randwick. James had been admitted to hospital 28 times in 2018.

Upon arrival at Nepean, James’s new care team were able to view all his discharge summaries and pathology test results via HealtheNet. Clinicians valued having access to information from other LHDs, particularly after hours. HealtheNet also removed the need for duplicate testing, which was especially important for James who did not need to be subjected to yet more injections.

As this example demonstrates, real-time access to a patient’s relevant clinical history is having a significant impact on the appropriateness, speed and quality of care. The benefits of sharing NSW Health Pathology results with HealtheNet and My Health Record include:

1. Optimised processes – time saved by reducing phone enquiries and reports issued to other LHDs
2. Integration of processes – results standardised facilitating a safer comparison
3. More effective use of clinical and diagnostic resources – speeding up access to results and potentially reducing duplication and unnecessary testing
4. Improved quality of care for the patient – being able to access pathology results and other clinical information across the NSW assisting with improved decision support and diagnosis.

SO WHAT DOES THE DATA SAY?

This graph shows the number of NSW Health Pathology results sent to HealtheNet and My Health Record.

There has been a rapid uptake in the number of pathology results sent by NSW Health to HealtheNet and My Health Record across LHDs from August 2017 to October 2018, averaging between 11,000-18,000 sent per month.

General Practices in Nepean Blue Mountains and Western Sydney are the highest viewers of NSW Health Pathology results via My Health Record. This is a clear demonstration of integrated care across primary and acute settings leading to positive patient outcomes.
Chief Executive Awards

Congratulations to the nominees, finalists and winners of the Chief Executive Awards for Innovation and Leadership which were presented at the conclusion of Expo 2018. Twenty-six eHealth NSW staff and teams were nominated for the hotly contested awards, which recognise best-practice design and program implementation.

Chief Executive Award for Innovation

**Joint Winner** eMR Connect Program, in partnership with Northern Sydney LHD and Central Coast LHD
A patient-centric collaboration between eHealth NSW’s eMR Connect Program and Northern Sydney and Central Coast Local Health Districts has seen the rise of the eMeds ‘stacked approach’ to the implementation of electronic medication management. The design and build was performed for multiple facilities simultaneously and sites are rolled out back to back. As a result, seven sites were enabled with safer, smarter care within nine months – 34 months sooner than otherwise expected.

**Joint Winner** iExpenses Project Team, Corporate Applications, Service Delivery, in partnership with HealthShare NSW
The iExpenses Project team designed and implemented a new employee expense management system within StaffLink. Focused on streamlining the existing process and providing a better employee experience, the team released StaffLink’s Mobile Expenses App and the option of simple web-based entry, empowering employees with 24/7 self-serve access and visibility of claims status.

**Finalists**
- Human Capital Management Program Team, Corporate Programs, Service Delivery
- Integration Services, Clinical Repository and Integration Services, Service Delivery

Chief Executive Award for Leadership

**Winner** Wayne Fisher, Demand Delivery Group Manager, Customer Support Services, Service Delivery
Wayne Fisher mixes an innovative approach with an empowering leadership style – and in doing so has created a cohesive and collaborative team which is empowered to deliver first-class services and cost-effective solution to eHealth NSW’s customers. Implementing change of this size, complexity and magnitude requires a strong and influential leader with a strategic vision and strong commitment to getting the job done. Wayne led by example and exhibits all the traits of an inspirational leader who is highly effective in driving organisational efficiency through change while building the efficacy of his team.

**Finalists**
- Mike Russell, Assurance Analyst, Program and Change Management Office, Program Delivery
- Ramesh Donti, Lead Architect, Statewide Data Centre Reform Program, Program Delivery
- Matthew Crepaz, Customer Account Manager, Customer Engagement & Service Transitions

With thanks to our CE Awards and Cocktail Reception sponsor, First State Super.