Leaders from eHealth NSW told hundreds of delegates at the 2017 NSW Health Innovation Symposium that the organisation is striving to make digital tools more user-friendly, more accessible and more intuitive.

In a showcase session entitled ‘Innovative, Collaborative and Personalised’, eHealth NSW Chief Executive Dr Zoran Bolevich and Corporate IT Director Farhoud Salimi joined with Sydney Children’s Hospitals Network Chief Executive Dr Michael Brydon.

Dr Bolevich told delegates on Day 2 of the symposium that the next two or three years of eHealth NSW’s program of work will still be characterised by “heavy-lifting” activities to build infrastructure, implement new electronic systems and eliminate paper-based processes.

“But the next phase of our eHealth journey will be far more exciting as we start to make these systems mobile, and available everywhere on different types of devices,” he said.

“The future of eHealth will be about patient experience, staff experience and data analytics. It will be about supporting new models of care – integrated and personalised care – and some of these models are in very early stages of development or may not even exist right now.”

In his address, Dr Brydon said the Australian Digital Health Agency-funded National Collaborative Network for Child Health Informatics “provides us with a fantastic opportunity to continue collaborating in developing national solutions to help make Australia the best place in the world to raise children and to be raised”.

Mr Salimi spoke of eHealth NSW’s...
Two significant events during the past two months have been very much future-focused, which is fitting given the nature of the ever-evolving technological landscape in which we work.

One of those events has been the launch of the eHealth NSW Business Plan for 2017–2021, and the other our participation in a digital health showcase at the 2017 NSW Health Innovation Symposium.

For the latter, I gave delegates to the Symposium a taste of what’s ahead when it comes to the power of digital health. As the pace of technological change continues to accelerate and the expectations of patients and clinicians continue to grow in terms of access to digital tools and to timely, insightful information, we need to consider how best to prepare our health system for the digital future. Approaches that we used in the past may no longer be sufficient as we move forward.

To start with, our IT systems will have to become much more open and flexible, so that we can adapt them to suit the new needs and changing models of care and so we can easily extract data out of the operational systems in order to fuel data analytics.

Furthermore, our IT systems will have to be much more standardised and integrated across NSW Health, so that we can implement new models of care quickly – in days rather than years.

And, in order to support these new approaches, eHealth NSW will have to enhance its capabilities and continually improve the services it provides to NSW Health organisations.

This is why our newly launched Business Plan for the next four years is so crucially important.

As you know, our plan has at its heart five key components: our customers, our users, our processes, our people and our resources.

Developed by a range of staff from across every directorate and division, it tells us what we need to do to become a customer-centric, forward-thinking organisation, and an employer of choice.

As it outlines the pivotal part our evolving organisation has to play in driving, designing, building and supporting an innovative digital health environment in NSW Health, I encourage all eHealth NSW staff to use it as a compass to guide us as the future drawer ever closer into view.

Dr Zoran Bolevich
Chief Executive
eHealth NSW
Community eMR recognised for excellence

eHealth NSW’s Community Health and Outpatient Care (CHOC) program was honoured with a Recognition of Excellence Award in this year’s NSW OpenGov Awards.

The CHOC program concluded at the end of 2016 and is now supporting clinical care in 333 community health facilities across the State. CHOC Program Director Rick Turner and eHealth NSW Chief Executive Dr Zoran Bolevich were on hand to accept the award.

Mr Turner said: “Our task now is to ensure these digital health solutions are more widely available and used consistently across the state. We’ll also assess and prioritise where we develop new or enhanced functionality and deliver it in a way that clinicians will want to make part of their daily clinical practice.”

In full flight for five eRIC deployments

eHealth NSW’s Electronic Record for Intensive Care (eRIC) Program team is in full flight, preparing for five deployments before Christmas.

The Tweed Hospital recently finalised its go-live activities for deployment and went live on 30 October. Lismore Base Hospital is set to go live in mid-November and it will be closely followed by Blacktown Hospital and Prince of Wales Hospital in late November and Grafton Base Hospital in early December.

During the eRIC mock go-live activities, ICU clinicians familiarise themselves with eRIC, which is available in a designated area within the ICUs. Clinicians have the opportunity to input patient data with support from eRIC team members and ‘super users’.

At the Tweed Hospital, ICU clinicians are embracing the change and welcoming greater consistency in documentation, said Stevie Griffith, Nurse (Critical Care and Emergency) and eRIC Trainer.

Once Grafton goes live, the roll out of eRIC across Northern NSW LHD will be complete. eRIC represents another way in which digital tools are improving patient safety across the state.

“A new system is a big change for our ICU,” he said. “We were apprehensive at first, however, knowing eRIC increases information availability and reliability assured us we are further supporting clinicians to manage patients safely.”

For more information about the eRIC Program, contact EHNSW-eRIC@health.nsw.gov.au

Supporting better integrated care

eHealth NSW’s HealtheNet and Integrated Care team, working with Information Services, has delivered a valuable upgrade to the state-wide Enterprise Patient Registry (EPR) which will support better integrated care across all Local Health Districts (LHDs).

Amid an increasing need for coordinated, patient-centric care in an environment of fragmented information across LHDs, departments and facilities, it is essential to have a centralised source of accurate cross-referenced identification information for our patients.

The EPR provides this single point of reference for a patient’s demographic information.

This single source of truth enables the real-time availability of unified, trusted patient data for all LHDs as well as other NSW Health services that rely on the EPR such as the HealtheNet Clinical Portal, the Enterprise Imaging Repository and the Death Review Database.

NSW Health is the first healthcare organisation in the Australia and Asia Pacific region to upgrade the EPR–Oracle Healthcare Master Person Index, to version 4, representing another great milestone for NSW Health.
Meet the Customer Account Managers

eHealth NSW’s seven-strong team of Customer Account Managers (CAMs) provides a key point of contact and relationship management for our customers in support of our programs, strategy and service delivery. The team now forms part of the Customer Engagement & Service Transitions directorate, run by Simon James.

Jason Kuhn
Client Services Manager (Acting)

Portfolio Profile
- Responsible for the day-to-day management and operations of the Customer Account Management team.

What’s your focus at the moment?
Conducting continuous service improvement activity to baseline our core business processes, as a key input into the 2018-19 business planning. Other key areas include: Customer journey mapping, Voice of the Customer (VOC) and development of formal account management plans. Wrapping up 26 customer accounts plans in alignment with internal and customer-specific objectives.

What does good customer service mean to you?
To deliver value. Understanding our customers’ business and their drivers for success. Listening to what they say about our services – and acting.

Matthew Crepaz
Customer Account Manager

Portfolio Profile
- Northern Sydney & Central Coast LHD
- NSW Health Pathology
- Sydney Children’s Hospitals Network
- St Vincent’s Health Network
- Third Party Affiliates

What’s your focus at the moment?
Working with customers to execute their strategic, tactical and operational initiatives. Qualifying and quantifying the value proposition and establishing accounts plans in alignment with internal and customer-specific objectives.

What does good customer service mean to you?
To me, it is service that supports the achievement of business objectives, possesses tacit knowledge and understanding of requirements and leaves an imperceptible footprint.

Rodney White
Customer Account Manager

Portfolio Profile
- NSW Ambulance
- South Eastern Sydney LHD
- Illawarra Shoalhaven LHD
- Southern NSW LHD
- Murrumbidgee LHD
- Western NSW LHD
- Far West LHD
- Mid North Coast LHD
- Northern NSW LHD

What’s your focus at the moment?
Working with my LHD and eHealth NSW colleagues to build and improve communication channels to enable better access to information that will enhance my customers’ experience with eHealth NSW.

What does good customer service mean to you?
It’s all about knowing and understanding the customers’ requirements so that as an organisation we are able to assist them to make the right choice, ensuring it’s fit for business, and being able to deliver a successful outcome on time.

Ben Korah
Customer Account Manager

Portfolio Profile
- HealthShare NSW
- South Western Sydney LHD
- Sydney LHD
- Western Sydney LHD
- Nepean Blue Mountains LHD

What’s your focus at the moment?
Currently it’s on Records Management solutions for both Justice and Ministry, and Public Health Information Management System (PHIMS) Nutrition and Data Analytics for the Ministry.

What does good customer service mean to you?
It’s about applying innovative ways to captivate the customer experience and transform this to improve their image, revenue and growth.

John Pane
Customer Account Manager

Portfolio Profile
- Ministry of Health
- eHealth NSW
- Justice Health & Forensic Mental Health Network
- Hunter New England LHD
- Health Professional Councils Authority

What’s your focus at the moment?
To deliver value. Understanding and bringing the value of the CAM role to the key accounts that I manage. It’s all about delivering a successful customer outcome at the end of the day.

Phil Davies
Customer Account Manager

Portfolio Profile
- Agency for Clinical Innovation
- Bureau of Health Information
- Cancer Institute
- Clinical Excellence Commission
- Health Education and Training Institute
- Health Infrastructure

What’s your focus at the moment?
Currently assisting the Clinical Excellence Commission’s migration to the eHealth NSW Records Management platform, upgrading the Health Infrastructure network and helping the Bureau of Health Information migrate to a new analytics platform.

What does good customer service mean to you?
Good customer service is understanding the customers’ needs, so as to identify and pursue ICT solutions that will help them achieve these.

Alex Bormans
Customer Account Manager

Portfolio Profile
- New starter in the Customer Engagement team

What’s your focus at the moment?
Being new to the position, my key focus is getting oriented within eHealth NSW and familiarising myself with its customer portfolios and relationships.

What does good customer service mean to you?
Good customer service means building and maintaining a trusting relationship to a point where they would recommend eHealth NSW as a service provider.
Building on the eMR2 foundations

eHealth NSW’s eMR2 program – which was all about extending the electronic medical record (eMR) to support care for patients in hospitals – formally concluded this year.

However, the eMR Connect team continues to support a number of local health districts with their eMR projects while moving into the next phase of eMR optimisation and enhancement.

Christoph Gruber (pictured below far right), Program Manager in eMR Connect’s Delivery team, joined eHealth NSW in mid-2012 to work on extending the eMR to inpatient wards.

“One of the first things we did was upgrade the hardware – the application and database servers – so that it would be capable of supporting eMR2 and, eventually, eMeds,” said Mr Gruber.

“Then we conducted a six-month, state-wide business process review working with hospitals in metropolitan and rural areas. This involved work-shopping with more than 400 clinicians across NSW on the eMR2 project – initially as a nursing subject matter expert (SME) and later as the clinical liaison representative for Royal North Shore. Ms Davis contributed strongly to Northern Sydney and Central Coast Local Health Districts’ eMR2 project – initially as a nursing subject matter expert (SME) and later as the clinical liaison representative for Royal North Shore.

“I have patients all over the hospital – from the ICU to the children’s ward, the ED and the orthopaedic wards,” said Ms Davis.

“It means I can keep up to date with a patient’s clinical condition. It also means I can prioritise my workload.

“The challenge now is for people to use the eMR to its full potential – to use it as a tool rather than just a place to fill in forms,” she said.

What did the eMR2 team set out to do?
From the outset, the eMR2 team settled on some fundamental design principles to ensure the eMR achieved what it set out to do:

- Enter the information once, and once only
- Give clinicians the information they need
- Reduce the amount of ‘clicks’ and navigation to find important data
- Build mandatory requirements into ‘normal’ clinical workflows.

Digital transformation rolls on at RPA

2017 has been a big year for information technology at Royal Prince Alfred (RPA) Hospital and in September it celebrated the successful roll-out of eHealth NSW’s electronic medication management (eMeds) system.

eMeds places paper documentation with an intuitive electronic record for prescribing, dispensing and administering patient medications.

eMeds is the latest e-based innovation at RPA that builds on our success earlier this year with the upgrade of our electronic medical record and the introduction of VitalLink, Surginet and eTrack,” said RPA’s acting general manager, Nobby Alcala.

To roll out a major technology system involving thousands of staff across a 1000-bed hospital in just four weeks is an amazing feat. For the transition to go so smoothly, while continuing to deliver excellent patient care, is a credit to everyone involved,” he said.

Within Sydney LHD, eMeds is now operational at Concord and RPA Hospitals, with Balmain and Canterbury to start next year. Across NSW eMeds is live at a further 19 hospitals.

They said it

“Then we conducted a six-month, state-wide business process review working with hospitals in metropolitan and rural areas. This involved work-shopping with more than 400 clinicians across NSW on the requirements for electronic inpatient clinical documentation.

“Having the local health districts take ownership of their implementations was instrumental in achieving a state-wide roll-out in a relatively short period of time.”

Here, we asked clinicians about their experience of eMR2.

Dr Kedar Madan (pictured below left)

is a Medical Registrar at Nepean Hospital where eMR2 went live in March, completing the roll out for Nepean Blue Mountains Local Health District.

“It’s definitely a step in the right direction and it’s addressed a few issues, notably legibility as well as clarity of intent in clinical documentation,” said Dr Madan.

“It’s also much simpler to find old notes. You can refer back to documentation quite seamlessly, whereas previously you had to request old records, which might have been offsite and delayed the retrieval of important data.”

Melissa Davis (pictured below middle) is a Clinical Nurse Consultant in orthopaedics at Royal North Shore Hospital. Ms Davis contributed strongly to Northern Sydney and Central Coast Local Health Districts’ eMR2 project – initially as a nursing subject matter expert (SME) and later as the clinical liaison representative for Royal North Shore.

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Corporate IT embraces a more agile way of working

Corporate IT is celebrating a successful move from Gladesville to Chatswood, where its team members are enjoying modern, spacious office accommodation, embracing new, more agile ways of working and reaping the benefits of improved technology.

The relocation of more than 270 Corporate IT staff to Tower 8 at the Zenith Building was regarded as a viable test case to see how easily agile ways of working could be adopted and how technology can be used to better support a more mobile and flexible workforce.

Being co-located with the majority of other eHealth NSW staff creates opportunities for closer collaboration and reinforces the role of Corporate IT as part of the larger eHealth NSW family.

A huge logistical exercise, the preparation of the new accommodation was managed by Healthshare NSW accommodation services, spearheaded by Facility and Workplace Manager Amy Chew, and supported by Corporate IT’s Robyn Wright and Chris Moore.

“Amy has done a fantastic job to ensure the move from Gladesville to Chatswood is as seamless as possible,” said Farhoud Salimi, Director Corporate IT.

Building eMR2 on the RPA experience of eMR2.

The roll-out of eMR2 at RPA was instrumental in achieving a state-wide roll-out for Nepean Blue Mountains Local Health District.

“It was a huge logistical exercise, the preparation of the new accommodation was managed by Healthshare NSW accommodation services,” said Ms Chew.

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The Path to Production (P2P) framework that governs the transition of new or enhanced services from projects to operations has recently been completely revamped. Following a review by the Checkley Group in late 2016, the Service Development and Transition Community of Practice has transformed the legacy process, reducing documentation, time and effort.

The P2P framework was built in 2012 to ensure Information Services (IS) received all the necessary information from projects when transferring a new service to production. The technical handover was standardised and documented, but was rather arduous for project teams to complete, and for the P2P teams to review and maintain.

The new process was developed using feedback from our stakeholders across eHealth NSW and aligning with enterprise frameworks including the NSW Department of Finance, Services and Innovation Gateway Process. Tried and tested by the HealtheNet and eRIC Program teams, the new P2P is shorter, simpler, user-friendly and agile.

Members of the Service Development & Transition Community of Practice will be conducting P2P information sessions for eHealth NSW staff in November and December. In the interim, if you want to find out more about the new P2P, contact EHNSW-P2P@health.nsw.gov.au or visit http://ehnsw.sharepoint.nswhealth.net/teams/P2P/SitePages/Home.aspx.

Stepping up for patient safety

eHealth NSW Chief Executive Dr Zoran Bolevich used his keynote address to a recent health IT summit to call on digital health stakeholders to “reframe the interoperability dialogue to prioritise patient safety.”

“We need to examine and challenge processes we use in healthcare to determine whether they are a barrier to interoperability, which is a shared responsibility,” Dr Bolevich told delegates at the Wild Health Summit in Sydney on 15 October.

“It’s time we all step up to create a truly integrated and patient-centric digital health environment in which data flows freely and securely to enable safe, quality care.”

When this goal is reached, healthcare will feel different for patients and providers alike – and it will be much safer, Dr Bolevich said.

“Fragmentation and disconnect will be a distant memory,” he said.

A faster and simpler path to production

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An eHealth baby!

eHealth NSW staff members Nichol and Nissa Hill have welcomed their first child, a daughter Audrey Beryl. Born at Royal North Shore Hospital on 2 October and weighing 3.53kg, Audrey is the first eHealth NSW baby.

Nichol was previously an Enterprise Architect with the Investment, Strategy and Architecture directorate, and Nissa is taking maternity leave from her role as Project Support Officer for the Rural eHealth team.

Everyone at eHealth NSW sends Nichol and Nissa our congratulations and best wishes on the safe arrival of their beautiful baby girl.

Patients and guests are benefiting from a new Patient Wi-Fi service that has been rolled out at the 850-bed Royal North Shore Hospital – one of the state’s largest hospitals.

eHealth NSW’s Conference, Collaboration and Wireless team within the Infrastructure Office is working with service providers to create clearly defined state-wide operational and commercial cost models for a state-wide roll-out of the patient Wi-Fi solution.

This is allowing NSW Health’s Local Health Districts, hospitals and entities to have a choice over the type of patient Wi-Fi service they wish to provide, with options available for free and paid services designed to suit individual patient and guest requirements.

At Royal North Shore Hospital, Northern Sydney Local Health District is providing a free and premium Wi-Fi service through Hills Health Solutions.

Rick Bregg from Hills said “access to email and the Internet including Wi-Fi is everywhere these days, from coffee shops to cruise ships. So why not have the Internet in hospitals, where patients can take their mind off their health conditions and surf or instant message while lying in bed?”

“We’re happy to be able to provide this solution to patients and guests in Royal North Shore Hospital and enhance their stay in hospital.”

The state-wide roll-out of Patient Wi-Fi is continuing, with plans to deploy the service to several other hospitals before the end of the year.
With breaches in the news each day, the need for effective cybersecurity capabilities is imperative.

And, for a public health system as large as NSW’s, this critical service is provided by the Information Security group who defend NSW Health from cyber-attacks in partnership with technical and applications teams across the state.

Led by A/Chief Information Security Officer Kavesh Moodley, the Information Security group has included Steve Atcheson since August in the newly created role of Manager, Incident, Response and Investigations.

Steve’s role is to ensure the environment is adequate and identify where any gaps might be – and then close them. This will be undertaken through the Security Incident Response Strategy and Framework being developed to support a state-wide capability for dealing with shared risks across the system. He will be leading the Computer Security Incident Response Team (CSIRT), which will see multi-disciplinary teams practice and train for cybersecurity attacks and deal with security incidents so that NSW Health is prepared for, and able to recover from, any attacks in the shortest possible timeframes.

In the Health Security Operations Centre (HSOC) has onboarded approximately 100,000 systems under 24/7-365 monitoring for threats and cyber-attacks using global intelligence and certified incident handlers.

The HSOC receives over 11 billion logs each month from various systems logs across the state.

An average of 967 actual incidents per month required investigation and response.

More than 4,600 cyber-based internet detection/warnings/concerns were raised between July 2016 and June 2017. The number consists of Malware detections, suspicious traffic and Internet based network scans, probes and reconnaissance.

This number also includes 1,058 successfully delivered Phishing emails that were reported during the FY2016/17 that had to be blocked and remediated.