Better imaging enhancing patient care

NSW Health clinicians can now access diagnostic-quality medical images from across the state thanks to a major, eHealth NSW-led upgrade of the Enterprise Imaging Repository (EIR) viewer software.

Welcoming the state-wide upgrade as a significant step forward, radiologists and treating clinicians can now access a much improved quality of medical images in the EIR via the electronic medical record (eMR) and the HealtheNet Clinical Portal.

“The new EIR viewer gives radiologists state-wide access to children imaged in NSW public hospitals,” said Dr Kristina Prelog, Head of the Medical Imaging Department at The Children’s Hospital at Westmead.

“Diagnostic-quality studies performed across metropolitan Sydney and remote NSW are now available to both radiologists and treating clinicians – a great step forward.”

The new and improved EIR viewer went live at pilot site The Children’s Hospital at Westmead and at NETS (the Newborn & Paediatric Emergency Transport Service) in early February, followed the week after by hospitals in Southern NSW and mid North Coast LHDs.

Continued on page 2...
Chief Executive’s message

We’re just two months into 2018 and it is already proving to be an exciting and productive one for eHealth NSW. We have certainly hit the ground not so much running as sprinting!

Our 2018 focus areas are a continuation of key programs, building on our achievements to date, enhancing the benefits and use of clinical systems, data analytics, integrated care and delivering on our Business Plan 2017-2021 and the eHealth Strategy for NSW Health 2016-2026.

We are also continuing to work with our colleagues at the Australian Digital Health Agency on a couple of key initiatives – the My Health Record (see page 7) and the National Children’s Digital Health Collaborative (see page 9).

eHealth NSW is an ever-evolving organisation with a pivotal role in driving, designing, building and supporting an innovative digital health environment in NSW Health.

As I announced last year, Corporate IT and Information Services have come together to form the Service Delivery directorate. Innovation now sits within the Investment, Architecture and Strategy (ISA) directorate and Safety and Quality will become part of the new Clinical Engagement & Patient Safety team, formerly the Office of the Chief Clinical Information Officer.

Our people are critical to our success and we are striving to make eHealth NSW a great place to work. I would like to thank you for your adaptability and ongoing commitment to extending and enhancing a digitally enabled and integrated health system for the people of NSW.

Dr Zoran Bolevich
Chief Executive
Chief Information Officer
eHealth NSW

Better imaging enhancing patient care

“The ability for clinicians to collaborate and view the same images real time will enhance the decision-making process, which is a great outcome for patients and families.”

The EIR is the centralised imaging store for NSW Health, and its viewer enables centralised images and reports to be assessed from any modern PC within NSW public hospitals, NSW Ambulance and Justice Health.

Since 2012 it has provided clinical staff with immediate access to a patient’s previous and current scans and reports, irrespective of which public hospital the patient has visited.

“The upgrade is providing higher and now diagnostic-quality of imaging, bringing enhanced patient care and significant cost savings related to fewer transfers and repeat tests being required,” said Kendall Hockey, eHealth NSW’s Group Manager, Clinical Repository and Integration Services.

“The state-wide roll-out of eMeds (eMeds) picked up pace in the first two months of 2018, with smooth go-lives at six hospitals across three local health districts.

Gloucester Hospital in Hunter New England LHD, Gosford and Woy Woy Hospitals in Central Coast LHD, as well as Sydney Hospital, Sydney Eye Hospital and St George Hospital in South Eastern Sydney LHD, are the latest to introduce eMeds.

This brings to 30 the number of facilities now live with eMeds, which supports smarter, safer and better use of medications in NSW’s public hospitals. A further 148 facilities will introduce eMeds by 2020.

While eMeds is brand-new to some hospitals, Blacktown Hospital in Western Sydney LHD recently marked 12 months since deploying eMeds. Mt Druitt and Auburn Hospitals are approaching their six-month eMeds anniversaries. eMeds will roll out to 18 rural and regional hospitals, spanning all six rural LHDs, by the end of 2018.

“eMeds has been transformative at Western Sydney LHD for all clinicians,” said Associate Professor Naren Gunja (pictured above), Chief Medical Information Officer and eMeds Clinical Lead at Western Sydney LHD.

“It has provided visibility to doctors, nurses and pharmacists so that they don’t have to run around looking for charts. Doctors love the fact that they don’t have to rewrite charts and all staff appreciate the improved legibility aspects.”

“We have certainly hit the ground not so much running as sprinting! We’re just two months into 2018 and it is already proving to be an exciting and productive one for eHealth NSW. We have certainly hit the ground not so much running as sprinting!”

Farhoud Salimi
Executive Director, Service Delivery

Andrew Pedrazzini
Program Director, Health Grade Enterprise Network (HGEN)

Dr Peter Kennedy
Director, Safety and Quality – reporting to CCIO

Ian Schrader
Acting Director, Infrastructure Portfolio

Appointments and movements:

Continued from page 1...
eRIC preparing for nine 2018 go-lives

eHealth NSW’s Electronic Record for Intensive Care (eRIC) will be launched at nine initial hospitals in 2018 across four Local Health Districts (LHDs) – South Eastern Sydney, Hunter New England, Illawarra Shoalhaven and Northern Sydney. Deployment discussions continue with other LHDs for the latter part of the year.

The first scheduled deployment is Sutherland Hospital in South Eastern Sydney LHD in March 2018. This deployment is set to complete the third LHD in which all of its hospitals are fully live with eRIC. Integral to a successful eRIC implementation is an effective training rollout and the Critical Care Medicine (CCM) team at Sutherland Hospital is now ready.

Phil Marshall, eRIC Clinical Change Manager at Sutherland, said: “The potential for standing orders of medications and infusions from the doctors will help with the issues currently occurring on paper, where the infusions are not charted before the infusions run out.”

Mr Marshall is also looking forward to increased efficiencies with the transition from paper charting to electronic charting anticipating numerous improvements in the way clinicians work.

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Other 2018 scheduled deployments of eRIC include John Hunter, Wollongong, Maitland, Royal North Shore, Calvary Mater, Hornsby, Shoalhaven and Tamworth Hospitals.

Maturing our enterprise architecture

eHealth NSW’s Investment, Strategy and Architecture (ISA) directorate has implemented a new Knowledge Management and Analysis platform which will be used to provide decision-support information on organisational impacts from strategy, investment, program/project, application, integration and technology portfolio changes.

An interoperability and Integration Office will also be established to direct and provide oversight across our various integration activities, platforms, and standards. The team will specifically focus on:

- Defining the architecture vision for integration and interoperability;
- Defining and maintaining reference architectures, blueprints, platform lifecycle plans, core standards and policies, and the API catalogue; and
- Supporting delivery teams in the design, procurement, reference architecture use, and architecture governance.

Daniel Swift, Director of Enterprise Architecture within ISA, said: “I look forward to maturing eHealth NSW’s Enterprise Architecture practice to provide a valuable knowledge source in support of service delivery and program delivery decision-making. I hope my team will quickly become a trusted advisor for eHealth NSW and for the broader NSW Health.”

Growing interest in innovation

Interest in collaborating with eHealth NSW on innovation initiatives continues to grow, with 147 submissions received from industry partners and the research community to address nine of the challenges facing the NSW public health system.

Some excellent ideas came through and the Innovation Working Group is considering which of these should progress to proof of concept to demonstrate their value.

To meet the growing demand, Innovation will now form part of the Investment, Strategy and Architecture (ISA) directorate and recruitment is underway for additional resources.

Welcoming our ICT interns

eHealth NSW has welcomed into its second annual ICT Internship Program a group of 10 university students, who have commenced work across a range of divisions within the Program Delivery and Service Delivery directorates.

Attracting more than 200 applications from students in Sydney, Western Sydney, Mid North Coast and Newcastle, the 2018 eHealth NSW Internship Program gives students 12 months of experience working on the digital transformation of NSW Health.

“The field of digital health is a growing and highly specialised one, and we welcome the chance to play our part in developing future leaders as they take part in the very exciting work we have underway,” said eHealth NSW Chief Executive Dr Zoran Bolevich.
ROB system update

The majority of the state is now live with eHealth NSW’s new Recruitment & Onboarding (ROB) system, bringing all of NSW Health onto a single platform for all general recruitment and onboarding requirements.

The new system aims to provide a quicker and more proactive recruitment process, while also modernising the way we advertise jobs with contemporary branding and succinct job advertisements.

Since the pilot with eHealth NSW and HealthShare NSW in June 2017, there have been 3,845 job advertisements posted and 1,041 candidates hired. On average, 1,871 job advertisements are viewed each day and the average recruitment process takes 36 days to complete.

“The implementation of the Recruitment & Onboarding (ROB) system was a very large undertaking, with the majority of sites going live at the same time. As with any large system implementation there have been both system and process challenges,” said Farhoud Salimi, Executive Director Service Delivery.

“We are working through those challenges with Local Health Districts and Health Agencies, and we really thank them for their patience and cooperation while this takes place.

“Our focus over the coming weeks and months is to bed down the system so that it is stable, reliable and working in a way that meets the state’s recruitment needs.”

A better way to claim work-related expenses

eHealth NSW employees and contractors now have a faster and easier way to submit and approve claims for reimbursement for work-related expenses.

Replacing the paper-based form and process, iExpenses is a feature within StaffLink that allows you to enter expense claims online, attach receipts, and automatically submit expenses for approval and payment.

You will be able to track the progress of your claim online and will also be notified of progress through workflow emails.

iExpenses has a web-based interface and a mobile interface. The system can be accessed from any StaffLink-accessible computer, and from smartphones (iOS and Android) and iPads.

A range of resources to help you navigate Expenses can be found at http://intranet.hss.health.nsw.gov.au/finance/expenses. These include a comprehensive User Guide, short instructional videos, Quick Reference Guides and FAQs for the mobile application.

Support for iExpenses will be provided by the State Wide Service Desk on 1300 28 55 33.

For further information, please contact EHNSW-info.corporateit@health.nsw.gov.au

Eighth annual Australian Healthcare Week

The largest healthcare event in the southern hemisphere will be held from 21-23 March at the International Convention Centre in Darling Harbour.

The event brings together the healthcare community, from clinicians to nurses through those responsible for technology and infrastructure, to address the challenge of improving patient outcomes while also increasing the efficiency of service delivery.

eHealth NSW will feature a number of speakers in the Digital Healthcare Conference and have an exhibition booth.

A My Health Record for every Australian

In a huge step towards critical mass for digital healthcare in this country, all Australians will be assigned a personal My Health Record this year, unless they choose not to have one.

In preparation for this, a My Health Record Expansion Program is currently underway, with automatic creation of a My Health Record for each citizen planned later this year.

Currently just one in five Australians have a My Health Record, which NSW Health clinicians access through the HealtheNet Clinical Portal, available via the electronic medical record (eMR).

As part of the expansion program, the Australian Digital Health Agency is working with each jurisdiction, including NSW Health, to support readiness in terms of awareness, technology and operations for the move to an “opt-out” process.

Led by Change Manager Jo-Anna Wood, eHealth NSW will hold staff information sessions in the coming months to raise awareness of the benefits of My Health Record, for which the Federal Government announced in 2017 a transition from an opt-in to an opt-out model as it was seen to be the fastest way to realise significant health and economic benefits.

Ms Wood said these benefits included an avoidance of adverse drug events, a reduction in duplication of services, and a reduction in clinicians’ time spent gathering information.

Recent initiatives to further improve the My Health Record include:

- Medicines View: Improved view of a consumer’s medicines information.
- Pathology and diagnostic imaging content: Adding public and private pathology and diagnostic imaging information to consumer records.
- Connecting all community pharmacies: Increased dispensed medication information to consumer records.
- Engagement strategy for specialists, allied and aged care: Increasing the engagement of specialist, allied and aged care providers.
- Increasing awareness and use in hospitals: Education and training to increase awareness and viewing.

There are also apps available that, with a patient’s permission, can help present the patient’s data in different ways, including one that allows patients to print data from smartphones.
Service with a smile

The Conference Services team within the new Service Delivery directorate has been gaining attention for its customer service excellence, including a nomination in Northern Sydney Local Health District’s 2017 Exceptional People awards in the category of “Responsive & Adaptable Organisations”.

Led by Team Manager Neil Winter, the six-strong team at Gladesville delivers innovative video conferencing solutions and provides technical support to end users across the state. This year they are focused on enhancing the current environment, virtualisation and telehealth reporting and analytics.

Their line of work entails patience, persistence and creativity in problem solving. The team takes a positive approach, always looking for things easy for the customer and satisfying expectations.

“One day it might be my family member in that bed and I want to make sure it all works,” explains Neil, who has worked in hospital wards. “It gives you that sense of urgency, and I think that understanding has come across into the team.”

The team shares a genuine camaraderie and humour, with new ideas encouraged and listened to. “If you enjoy your work it will reflect with your customers,” says Jonathan Demartino.

Did you know?

- Conference Services support 1,560 video conferencing units, 75 video infrastructure hardware appliances and monitors/supports 200+ over bed NETS cameras
- Average length of a video call is 60 minutes
- In January 2018 there were:
  - 4,999 traditional room-based video calls
  - 4,081 VMDR and web-based video calls
  - 1,776 external internet based calls coming in via DMZ
  - 1,559 audio participants who joined video calls.

New eMR resource for student nurses

Student nurses can now access on HETI’s My Health Learning a mandatory online overview of how to use the electronic medical record (eMR).

Before they go on a clinical placement at a NSW Health hospital, student nurses can access a high-level overview of the Cerner eMR, including information on electronic medication management (eMeds) and tips for using the eMR safely. Local health districts can use the unit as part of their on-boarding training, which will help to reduce the amount of face-to-face time required to train students on the eMR.

In collaboration with eHealth’s eMR Connect Program, HETI and the Ministry of Health provide access to this unit as part of the usual process for student placements. Students can access five mandatory modules on My Health Learning two weeks prior to commencement of their clinical placement. This access remains during their placement and for two weeks after the conclusion of their placement.

Leading a mission to improve child health

The National Children’s Digital Health Collaborative is embarking on a groundbreaking, three-year exploration of how every child in Australia can have the option of a comprehensive digital health record from conception.

Crucial records on a child’s health and development, as well as their mother’s pregnancy, are currently captured in multiple paper and digital systems, meaning they are not always available when and where they are needed.

A digital health record would, however, be readily accessible by parents and healthcare providers and ultimately represent a powerful treatment aid for an individual throughout their life.

Led by eHealth NSW and the Sydney Children’s Hospitals Network, the National Children’s Digital Health Collaborative builds on the work of the National Collaborative Network for Child Health Informatics, which last year united leading children’s health researchers and practitioners to discuss ways in which data and technology could be used to improve child health outcomes.

Comprising experts from across Australia and funded by the Australian Digital Health Agency, the Collaborative will design and build five new digital health initiatives over the next three years.

These initiatives will test how information can be captured not only through a child’s interaction with the health system and other services such as school immunisation programs, but also through their mother’s relevant interactions during her pregnancy.

The ultimate aim is to create a holistic digital view of a child’s health for families who choose to have one.

The Collaborative is now working on the five initiatives including a National Child Digital Health Record; upload of school immunisation records to the Australian Immunisation Register (AIR); a National Digital Pregnancy Health Record; National Digital Child Health Checks; and research into a Longitudinal Digital Child Health Record.

Fundraising for Ryan

Over $1,000 has been raised for the Cure Brain Cancer Foundation across five eHealth NSW sites in memory of our late eHealth NSW colleague, Ryan Gurney.

A big thank you to Ryan’s colleagues who coordinated the collection and to the Change Management team at Jessie Street who held a very successful morning tea fundraiser.

Anyone still wishing to donate can do so directly through this page: https://www.curebraincancer.org.au/tribute/ryan-gurney
Revamped eHealth NSW Service Catalogue

A newly updated eHealth NSW Service Catalogue is now available to our customers through the Customer Service Portal.

The revised Service Catalogue provides clearly defined consumable services for health agency customers across the NSW Health system.

The services are easily accessible and searchable through the ServiceNow tool. Customers can enquire about services and, in the future, will be able to order consumable services directly through the tool.

Digital information security

eHealth NSW recently achieved a significant milestone with the certification of its most critical financial and human resource systems delivered by Corporate IT to the ISO/AS/NZ 27001: 2013 Information Security Management Standards.

This is a huge team effort and we are now on track to have all of eHealth NSW’s systems certified and operating in compliance with the Standards by the end of 2018.

To further bolster our efforts in this area, the Information Security team is working with the internal Learning Management System and Communication teams, HETI and the associated vendor to progress the statewide rollout of Cyber Security Awareness For Everyone (Cyber S.A.F.E.) Training in My Health Learning.

Well done to Corporate IT and Information Services in the Service Delivery directorate for their continued dedication to ensuring robust information security.

A fresh focus for NSW Health CIOs

“One system, one vision” is the aim of a freshly refocused Chief Information Officer (CIO) Executive Leadership NSW Health.

With representation from every Health Entity, the Executive Leadership has met regularly since 2011 under many guises, including the ICT Infrastructure Board, the CIO Forum and the CIO Executive Committee.

Now called the CIO Executive Leadership, it is being chaired by Sarajane Hansen, CIO of the Cancer Institute NSW, with a focus on how all Health Entities can work together to support the development and progression of the eHealth Strategy for NSW Health: 2016-2026.

eHealth NSW will remain as the Secretariat and report the Executive Leadership’s findings and recommendations to the eHealth Executive Council (EHEC).

Bolstering eMR learning and development

eMR Connect – the eHealth NSW program delivering a comprehensive electronic medical record (eMR) for NSW – supports professional collaboration through communities of practice.

Each community comprises members from across eHealth NSW, local health districts and NSW Health pillar organisations who share a passion for a particular field of endeavour.

They interact regularly to learn from each other, discuss emerging tools and technologies, share resources and sharpen their skills through collaborative learning.

“We’ve established communities of practice in change management, learning and development, business analysis, and benefits management,” said eMR Connect Program Director, Rick Turner.

“In its first year, the eMR learning and development community has already gained real traction for those interested in learning and development in health, particularly the interplay between information technology and clinical settings,” said Mr Turner.

The community is supported through an online workspace on the eMR Connect Hub, accessible to everyone on the NSW Health network. The workspace includes news, a discussion board, resources, useful links and contacts and is now averaging more than 1,200 ‘views’ a month.

Local health districts are also using the workspace to ‘work out loud’ – sharing learning collateral and using the discussion board to engage with what others recommend which, in turn, supports the development of collateral for other training managers who no longer need to develop the same material from scratch.

Regular meet ups and webinar sessions, also shared online, are held on hot topics and with guest speakers. The inaugural Learning and Development Experience saw more than 20 NSW Health learning and development specialists come together to share expert knowledge, foster professional connections and be inspired by new ways of working for local learning and development strategies.

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Outback nursing and the eMR

By Diane Andrew,
Rural eHealth Trainer

I recently went on an eMR (electronic medical record) take-up and adoption visit to White Cliffs Health Service in the Far West Local Health District.

Around 255km northeast of Broken Hill, White Cliffs is a small town in outback NSW with a population of approximately 100 people.

Its Health Service provides a drop-in option for patients in an emergency and a Community Health option for clients when they return for ongoing care.

Belinda Latham, Endorsed Enrolled Nurse, and Laura Vallee, Nurse Practitioner, are the two nurses working at the Service. They work five days a week and are on call 24/7.

Belinda has been with the Service since 1999 and was mentioned in the novel, Nurses of the Outback, by Annabelle Brayley. Laura has been at White Cliffs for three months having previously worked at Tweed Heads Emergency Department for seven years. She wanted to increase her skills in remote nursing and has settled in well into her new environment.

These nurses are incredible at what they do – both in caring for their clients and patients and ensuring the smooth running and maintenance of the Health Service.

Once a week they have a Rural Flying Doctor Service (RFDS) clinic day that allows patients to see a doctor. Patients can also see a Drug and Alcohol/Mental Health clinician, Women’s Health Nurse and a Dentist (once a month). These clinicians are arranged through RFDS.

The nurses assist the team by doing prep work for the visit such as scheduling appointments, preparing RFDS documentation to support the doctor, doing observations on arrival, and ECGs and bloods throughout the consult if required. They then write up Community documentation.

Apart from the weekly RFDS visit, the nurses are left to manage all other cases by themselves. However, they can still consult with RFDS at any time when needed.

In addition to seeing patients and clients, Laura and Belinda are the gardeners, cleaners, ambulance drivers and they provide maintenance, do clerical work and support the RFDS when on site.

The phone doesn’t stop ringing! They work well as a team and just get on with the job. They even assist the locals when things don’t work such as their mobile phones or email accounts.

It was an enjoyable visit and a pleasure to show both these nurses some eMR tips and tricks to make their day a bit easier.

Although challenged by distance, the nurses do not seem fazed by this and just do what they need to do.