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NOVEMBER/
DECEMBER 2019

eHealth NSW news

CONTENTS

[Tech-enabled teaching for hospital school students](#) 1, 8

[Chief Executive's message](#) 2

[Real-time pathology report access brings better patient care](#) 3

[Expo wows record crowd](#) 4-8

[Tech-enabled teaching for hospital school students \(cont.\)](#) 8

[EMR 101 for medical students](#) 8

[Best-practice guides on the safe use of My Health Record](#) 9

[Advance care wishes now viewable in MHR via HealtheNet](#) 9

[Statewide wireless: anytime, anywhere](#) 10

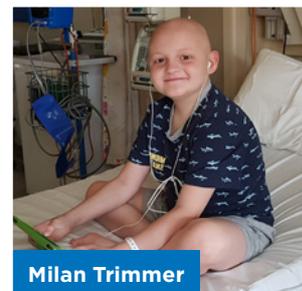
[Assessing Single Digital Patient Record options](#) 11

[Scalable, secure cloud services](#) 11

[High-tech patient care at one of NSW's oldest hospitals](#) 12



Some of the teaching staff at The Hospital School at Westmead (L-R): Tracey Walker, Mercedes Wilkinson (Principal), Josie Hodge, Cassie Beccari



Milan Trimmer

Tech-enabled teaching for hospital school students

Patient Wi-Fi powered by eHealth NSW is transforming the learning experience of thousands of children at The Hospital School at Westmead, connecting them with their classrooms back home and helping them to continue their studies despite their illnesses.

The technology is helping patients such as eight-year-old Milan Trimmer, whose classmates cheered when he Skyped them from his hospital bed for the first time, said his teacher Josie Hodge.

"It was such a beautiful moment," Mrs Hodge recalls. "Milan's friends hadn't seen him for three months and so the reunion that was able to happen online was so wonderful for everyone and put the biggest smile on Milan's face."

Milan, a year-2 student from Narara Public School on the Central Coast, has been treated for acute myeloid leukaemia at The Children's Hospital at Westmead since July.

"It was a very emotional moment when Milan zoomed in on his cheering classmates back home," said his mother, Leanne. "He was so happy to have that contact with them."

Milan has kept up his studies by attending The Hospital School at Westmead, the largest of its kind in the state and staffed by 14 NSW Department of Education teachers and supported by learning and support officers.

Before it was enabled with Patient Wi-Fi, The Hospital School used 4G dongles which were expensive and often unreliable. This restricted students to pre-prepared, paper-based lessons, resulting in a lack of spontaneity and variety in the classroom, said Principal Mercedes Wilkinson.

But today, the 100+ students from kindergarten to Year 12 who attend The Hospital School on any given day are able to connect to the internet wirelessly, supporting their lessons in maths, English,

Continued on page 8

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eHealth

Chief Executive's message



From the discussions I enjoyed with many of our staff and stakeholders at our recent Expo, I know many of you share my view that 2019 has been an intensely busy yet richly rewarding year as we drive the digital transformation of NSW Health.

Together with our health agency and industry partners, eHealth NSW has achieved so much.

Our SARA portal and incident management system *ims+* are live, the HealthNet Pathology integration is complete, and electronic medication management (*eMeds*) has been almost fully rolled out across the state in the one of the world's largest implementations of its kind.

These are just a handful of examples of how our cutting-edge services and programs are making a difference for the broader public health system and the millions of patients for whom it cares.

2020 promises to be just as dynamic as we approach the half-way mark of our 10-year eHealth Strategy for NSW Health.

With our feet firmly in Horizon Two of that Strategy, we are focused on Integration – that is, ensuring that our patients benefit from partnerships which ensure that the right information is transferred between systems to support safe care.

Next year we will progress with our plans to introduce a Single Digital Patient Record (SDPR) across NSW Health. We are certainly excited by the potential SDPR offers in optimising NSW Health's electronic medical record (EMR) capability into the future and reducing the geographic fragmentation of patients' medical records.

The benefits are manifold, including better continuity of patient care; a consistent patient experience;

as well as an enhanced clinician experience with EMR systems.

Many of these projects and initiatives were features of our recent Expo, which you can read about on [pages 4-8](#). The 10th HealthShare NSW & eHealth NSW Expo was a great success in showcasing not only our achievements but also our very important partnerships.

It also showcased Horizon Three – Personalisation – as we highlighted projects such as MyVirtualCare and the digital child health record as well as new functions to eHealth NSW including Human Centred Design and Data and Analytics.

I thank all of our staff and our partners, from across NSW Health and industry, for the energy, enthusiasm and expertise you bring every day to your roles.

I'd also like to wish you and your family a safe and joy-filled festive season. I hope that you will get the opportunity to recharge and reflect upon a job well done. And, to those staff who will be working during the Christmas and New Year period to keep our systems up and running 24/7, thank you.

To all of you – I look forward to continuing in 2020 our transformation of a public health system which cares for NSW citizens from Albury in the south to Yamba in the north.

Happy new year, everyone.

Dr Zoran Bolevich

Chief Executive, eHealth NSW
Chief Information Officer,
NSW Health

Real-time pathology report access brings better patient care



Patient care has been enhanced now that NSW Health clinicians have real-time access to public pathology reports from across the state.

This is improving clinical decision-making, with results from tests of blood, urine and bodily tissue, among others, influencing around 70 per cent of all diagnoses and 100 per cent of cancer diagnoses.

Cutting down on the need for unnecessary repeat tests, this digital access is helping to streamline and enhance the patient journey, regardless of where a patient lives or presents for treatment.

A major project to integrate all four NSW Health Pathology geographical areas into HealtheNet – a clinical portal accessed via the electronic medical record (EMR) and feeding into My Health Record – is now complete, with Hunter New England, Central Coast, Northern Sydney, Mid North Coast and Northern NSW Local Health Districts (LHDs) going live on 20 November.

In 2018, NSW Health Pathology performed about 60 million public pathology tests. Clinicians rely on pathology test results during the monitoring and prevention (screening) stages of care and they are also crucial for infection prevention and public health surveillance and reporting.

“The power and benefit of these functions are greatly amplified with state-wide centralised access to pathology results,” said Steve Badham, eHealth NSW’s Director of Integrated Care.

“This is a major leap forward for NSW Health clinicians who now have pathology results information readily available.

“This is helpful in cases where

patients have been transferred from a hospital in another LHD; no time is wasted in chasing down these results – they are all accessible via HealtheNet.”

This integration was achieved through collaboration between two NSW Health agencies – eHealth NSW and NSW Health Pathology.

“The integration of our last geographical sector into HealtheNet is the culmination of many years of hard work and collaboration with eHealth NSW,” said NSW Health Pathology Chief Information Officer James Patterson.

“As a state-wide service, we are dedicated to ensuring our patients receive the best quality care, no matter where they are, and clinicians having access to pathology results is an essential component of that care.

“We’re always striving to innovate and be involved in pioneering new technology that will ultimately make a positive difference for our patients.”

South Eastern Sydney and Illawarra Shoalhaven LHDs started contributing pathology information to HealtheNet in April 2017, followed by the Western Sydney, Nepean Blue Mountains, Western NSW, Far West, Murrumbidgee and Southern NSW LHDs in August 2017. Sydney and South Western Sydney LHDs began contributing results in August 2019.

St Vincent’s SydPath connected to HealtheNet on 26 November and Pathology at The Children’s Hospital at Westmead went live on 5 December – completing the roll-out and enhancing the digital transformation of NSW Health for the benefit of its clinicians and the patients for whom they care.



A packed house for the opening plenary session

Expo wows record crowd

More than 2,500 delegates from across NSW Health and industry converged on the International Convention Centre for the 10th annual HealthShare NSW and eHealth NSW Expo on 22 November.

With a theme of 'Experience', the Expo was officially opened by NSW Health Secretary Elizabeth Koff, who looked back on NSW Health's digital transformation since 2009, when the first Expo was held.

"We have come a long way," said Ms Koff. "What we do is impressive and digital health innovations are absolutely critical to our public health system."

Moreover, the work of eHealth NSW and HealthShare NSW "plays a fundamental role in the care we deliver as a system for patients," Ms Koff said.

That was put into sharp focus during an emotional talk by Craig Hopper, whose wife Tove suffered

a major heart attack but defied the odds and survived thanks to the exceptional care she received at Royal North Shore Hospital.

"That had a life-changing impact on my life and the lives of our three children," Mr Hopper said in a deeply moving on-stage chat with Susan Pearce, Deputy Secretary, Patient Experience and System Performance, NSW Health.

"We received the most amazing care. It's important for (NSW Health)



ServiceNow, our partner in delivering the Search And Request Anything (SARA) portal, enjoyed a busy Expo booth

staff to understand how fantastic you all are and the difference you make. You changed everything for us and I will forever be grateful.”

eHealth NSW Chief Executive Dr Zoran Bolevich said the 10th Expo was a perfect opportunity to celebrate the organisation’s achievements in improving the patient, staff and customer experience since being formally established in 2014.

“Rolling out clinical systems such as the electronic medical record to corporate platforms such as StaffLink – and keeping the data within both systems secure 24/7 – is just a fraction of what we do,” Dr Bolevich said.

“They are a small selection of the transformative services and programs that we offer, enabling not only a better patient experience but also a better clinician and staff experience.”

Demonstrations of cutting-edge eHealth NSW initiatives and projects took place in the packed exhibition hall, where the Speaker Lounge featured short talks from experts across the clinical, corporate and infrastructure divisions of eHealth NSW.

Expo wrapped up with a keynote presentation from award-winning documentary-maker and advertising guru Todd Sampson as well as presentations of the Chief Executive Awards.

Lyn Packer, Director, Clinical Applications Services, took out the CE Award for Leadership, while the Information Security Services team and the RIS-PACS Program shared the CE Award for Collaboration and Partnerships.



Communications Advisor Pip Baume welcomes visitors to the eHealth NSW Experience Hub



eHealth NSW Infrastructure Portfolio Director Ian Schrader tells the Speaker Lounge about the MyVirtualCare initiative



The Aboriginal Workforce Yarning Circle and Sea of Hands



Craig Hopper shares the emotional story of his wife Tove's recovery with NSW Health Deputy Secretary Susan Pearce



Lyn Packer (centre) accepts the CE Award for Leadership, flanked by First State Super CEO Deanne Stewart and eHealth NSW CE Dr Zoran Bolevich



The RIS PACS Program team accepts a CE Award for Collaboration and Partnerships



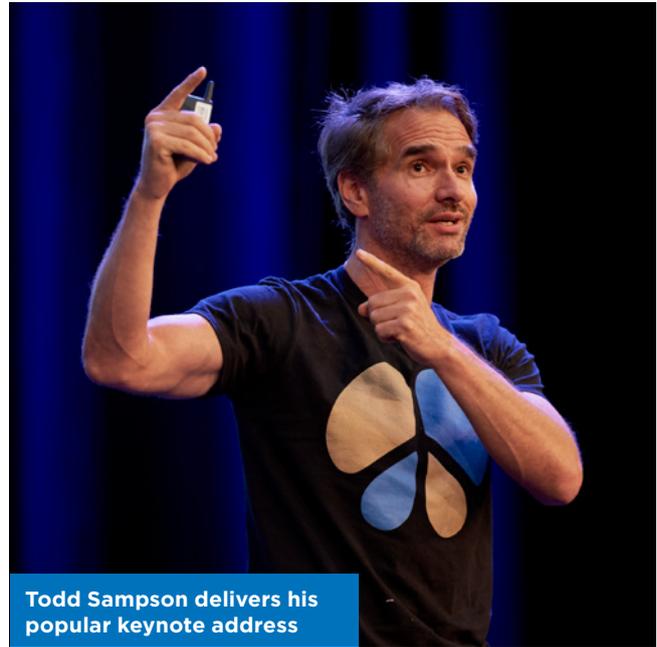
The Information Security Services team accepts a CE Award for Collaboration and Partnerships



Action stations at the Microsoft Expo booth



Topics from stretching to superannuation were canvassed at the Living Well Hub



Todd Sampson delivers his popular keynote address

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Networking Cocktail Reception



Networking Lunch

EMR 101 for medical students

Medical students across NSW now have access to an online course about NSW Health's electronic medical record (EMR), a system which is bringing smarter, safer, better patient care to more than 21,000 beds in 179 public hospitals and counting.

Designed by clinicians for future clinicians, the 'Introduction to the EMR for Medical Students' series of short videos now on My Health Learning was produced in response to a gap in EMR education at a tertiary level, said Lyn Packer, Director of eHealth NSW's Clinical Applications Services.

To address this, eHealth NSW collaborated with the Health Education and Training Institute (HETI) to produce the videos, which give medical students an 'EMR 101' before they begin on-the-job rotations as junior medical officers.

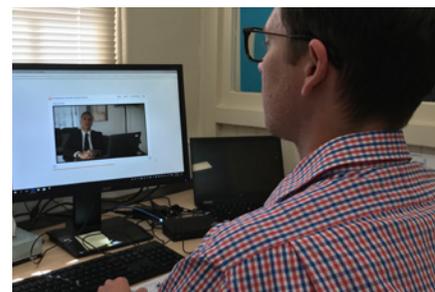
"Medical students are incredibly

time poor so we have crammed a lot of highly relevant detail into short, information-rich bursts of video," said Dr Grant Rogers, Clinical Lead for eHealth NSW's EMR Connect Program.

"The feedback so far has been incredibly positive. Tertiary students and educators feel that their request for clear, concise and clinically relevant information on using the EMR has been heard."

One such fan is medical student Chris Morris from Western NSW Local Health District (LHD).

"After completing the module I feel confident I have a basic understanding of the layout of the EMR and I feel well prepared to find relevant information for patients under the care of my clinical team," said Mr Morris, a medical student at the University of Sydney's School of Rural



Medical student Chris Morris watches video content from the Introduction to the EMR for Medical Students module on My Health Learning

Health in Orange.

The videos support eHealth NSW's efforts to build a digital health workforce of tomorrow, today, by building workforce readiness and capability at universities and in the vocational education sector.

Although the videos were designed for medical students, anyone with a StaffLink number can view them by entering 'Introduction to the EMR for Medical Students' in the search field of [My Health Learning](#).

Continued from page 1

Tech-enabled teaching for hospital school students

science, visual arts, geography, economics and music.

Many of the least mobile students are also now able to connect from their beds, with tablets mounted on robots letting them interact with other students in The Hospital School and/or learn alongside their friends at their enrolled school, as Milan has done on several occasions.

While eHealth NSW's Patient Wi-Fi platform was already available at The Children's Hospital at Westmead, the School's laptops and desktops were connected to the NSW Department of Education's infrastructure. Collaboration between Education and Health

needed to happen to connect the school's computers to eHealth NSW's Wi-Fi platform.

Mrs Wilkinson said: "This is a great example of two government agencies working together to deliver The Hospital School 'always-on' Wi-Fi connectivity within the Westmead Hospital precinct."

Implementation of Patient Wi-Fi for The Hospital School was achieved in a single day, with on-the-ground support provided by members of eHealth NSW's Unified Conference, Collaboration and Wireless (UCCW) team and the Department of Education's Information Technology team.

Jason Matthews, UCCW Program Manager for eHealth NSW, said: "This now sets a standard for how we set-up Patient Wi-Fi for other Hospital Schools in our state."

For Mrs Wilkinson, access to eHealth NSW-powered Patient Wi-Fi is enhancing the care, education and support that she and her teaching staff are able to offer thousands of children every year.

"Our passionate teaching and learning team strive daily to ensure our students feel a sense of connection and continuity with their schooling, seeking to challenge and inspire our students as lifelong learners," said Mrs Wilkinson.

Best-practice guides on the safe use of My Health Record



With nine out of 10 Australians now holding a My Health Record, NSW clinicians are being supported in how to use it safely and effectively.

A patient's My Health Record potentially contains vital information from other healthcare providers such as GPs and community pharmacies.

eHealth NSW has been working with the Ministry of Health, the Agency for Clinical Innovation and clinicians from Local Health Districts and Specialty Health Networks to develop a best-practice guide for NSW Health clinicians.

In October, a draft HealtheNet and My Health Record Clinical Guide and Fact Sheet were circulated among NSW Health staff and medical defence organisations for consultation, which closed on 31 October.

That feedback is now being incorporated into an updated Clinical Guide and Fact Sheet, to be finalised and published on the [eHealth NSW website](#) and the [NSW Health website in early 2020](#).

This material will complement [Australia-wide clinical guidance for the use of My Health Record in](#)

[Emergency Departments](#), prepared by the Australian Commission on Safety and Quality in Health Care (ACSQHC) on behalf of the Australian Digital Health Agency.

Importantly, the ACSQHC Guide notes that a patient's My Health Record is not a complete reflection of a patient's medical history and that the system will evolve over time. It advises clinicians to be familiar with their local policies in relation to how to access a patient's My Health Record.

To that end, the NSW guidance material should be every NSW Health clinician's primary source of advice and information on HealtheNet and My Health Record, given it sets out local policies and procedures.

The NSW Health guidance material instructs that where emergency access to MHR occurs (for example, when accessing an Advance Care Directive), and if treatment is modified on the basis of MHR content, the clinician must document in the patient's electronic medical record that she/he has accessed the patient's MHR and based the treatment plan on that content.

Advance care wishes now viewable in MHR via HealtheNet

NSW Health's efforts to make healthcare more patient-centred has taken a step forward now that its clinicians have access to patients' Advance Care Planning information contained in My Health Record.

This information may include what healthcare treatments a person would like and/or would refuse, should they one day become unable to make or communicate their preferences.

The national My Health Record system allows people to upload Advance Care Planning information, which NSW Health clinicians can access via the HealtheNet clinical portal, through their local electronic medical record (EMR).

"Having this patient-authored information easily available to clinicians encourages important conversations between clinicians, patients and their loved ones; ensuring patients receive the type of care they want," said Steve Badham, eHealth NSW's Director of Integrated Care.

This information may be different to clinically authored Advance Care Planning documents contained in the EMR.

To support NSW Health clinicians to access and use My Health Record Advance Care Planning information, eHealth NSW and the Ministry of Health have released new educational materials which are available via the NSW Health website [here](#).

For additional information please contact eHealth NSW's Integrated Care team via healthnet@health.nsw.gov.au



Statewide wireless: anytime, anywhere

One of the largest wireless network investments in NSW is giving clinicians anytime, anywhere access to digital patient records, supporting excellent healthcare for the people of the state.

Deployed across NSW Health over four years, the final stages of the wireless infrastructure build will be completed in time for Christmas – giving all 150,000 + NSW Health staff the ability to connect seamlessly via Wi-Fi.

Connectivity makes it possible for our clinical and non-clinical staff to communicate more easily, collaborate and consult in real time. It's also helping to deliver eHealth NSW's vision for a digitally enabled and integrated health system delivering patient-centred experiences and quality health outcomes.

The program is led by eHealth NSW's Unified Conference, Collaboration and Wireless (CCW) team, whose Program Manager Jason Matthews says the platform is a key enabler in the delivery of modern healthcare.

"It supports an automatic and uniform wireless experience for people travelling between NSW Health facilities," said Mr Matthews. "Our clinicians and staff work across multiple hospitals and today, if you work at Prince of Wales and also

at Westmead Hospital, you now have wireless access to the statewide network.

"Our wireless network allows staff to communicate and collaborate using Skype for Business and supports our efforts to deliver free patient Wi-Fi. Telehealth 'use cases' involving partner organisations are also supported through the network."

A smart organisation is a data-driven organisation. On any given week, up to five terabytes of network traffic traverses our wireless network, providing access to state-wide services and supporting the clinical needs of hospitals, health organisations and facilities in all four corners of NSW Health.

In her role as Group Operations Manager for Western Sydney Laboratories, Vicki Pitsiavas is based at Westmead but on any given day can be at hospitals in Blacktown, Mount DrUITt or Penrith.

"Prior to Western Sydney LHD going wireless, I relied on a Telstra 4G dongle to access my work," said Ms Pitsiavas. "Depending on where I was, network access wasn't always available or reliable.

"Now I just open my laptop and I'm connected. Importantly, this means our clinicians can get access to their notes,

share information, and consult with colleagues, no matter where they are."

Agency for Clinical Innovation Stroke Network Manager Kate Jackson appreciates the simplicity of wireless when she's on the move.

"As a network manager, we are required to move between multiple facilities and LHDs. Being able to open my computer and reliably connect is amazing. Historic issues of no internet access or being blocked are a thing of the past," said Ms Jackson.

"Recently I presented at a meeting at the Ministry of Health. I accessed my presentation and speaker notes and using Skype for Business, shared my screen in a matter of seconds. Too easy," said Ms Jackson.

By design, the state-wide wireless network leverages other eHealth NSW infrastructure including the Health Wide Area Network (HWAN).

It plays an essential enabling role as a high-speed backbone for the delivery of clinical systems to hospitals and health facilities such as the electronic medical record (EMR), electronic medication management (eMeds), medical imaging and pathology reporting solutions.

With high-speed performance and built-in resilience, HWAN is self-healing. If a link goes down, another link takes over. It securely connects NSW Health with partner organisations, suppliers, providers, universities and other Health organisations across the globe.

"The investments in eHealth infrastructure that NSW Health continues to support are helping overcome the tyranny of distance that patients based in regional NSW face every day," said Mr Matthews.

"Through new digital approaches, we are proud to be building a model health care system that leverages data and mobility."

Assessing Single Digital Patient Record options

eHealth NSW's Single Digital Patient Record (SDPR) initiative is making progress in its aim to develop electronic medical record (EMR) maturity and capabilities, creating greater consistency across the state and into the future.

Following an industry briefing in August, eHealth NSW formally engaged the market through an open Request for Information (RFI). This will help to inform future business case development by enabling industry to offer valuable input into the SDPR initiative.

"Industry partners had until 2 December to offer their input into how a SDPR could work across NSW Health, including information about

key products, services, approaches, costs, options and lessons learnt from previous experiences," said Andrew Perkins, Executive Director of eHealth NSW's Investment, Strategy and Architecture directorate.

The benefits of a SDPR include:

- Improved safety and quality in the continuity of patient care;
- A consistent patient experience;
- A consistent and enhanced clinician experience with EMR systems;
- Greater ease of integration with community-based and private healthcare providers; and
- Enhanced ability to implement consistent data analytics and clinical decision support.



Responses from industry partners are expected to include information on solutions, services and experiences that they could potentially provide to support a future SDPR.

Senior representatives from across NSW Health will participate in a review of industry responses to the RFI, and information gathered will help inform and support development of the business case.



Scalable, secure cloud services

eHealth NSW is now brokering cloud-based services from Microsoft Azure and Amazon Web Services, with these health-integrated platforms assisting in the delivery of applications and ICT services for NSW Health.

eHealth NSW is always looking for new ways to better support integrated care for patients who attend our hospitals and health services; large-scale health programs in the community; and the staff who support our clinicians by managing NSW Health's 'back office'.

"We've listened to our customers and we're now drawing on cloud computing solutions to bring greater agility and unlock further innovation," says Farhoud Salimi, Executive Director, Service Delivery, eHealth NSW.

Recently, these cloud-based services enabled NSW Health to fast-track the delivery of two initiatives. One scheduled students to receive dental checks and the other assisted the scheduling of immunisations against influenza ahead of 'flu season.

"We're empowering health entities to leverage these capabilities in partnership with us," said Adam Stanzione, Cloud Services Manager, eHealth NSW. "

We've built basic guardrails into these products to help reliability and security. With a few clicks via the Service Catalogue within SARA, our customers can now be set up with their own virtual data centre in just one business day."



Representatives of South Western Sydney LHD and eHealth NSW attended the opening of telehealth multi disciplinary team rooms at Liverpool Hospital, where patient Robbie Hart (middle, holding guitar) shared his story

High-tech patient care at one of Sydney's oldest hospitals

One of Sydney's oldest and largest hospitals is now offering ultra-modern, telehealth-enabled patient care, enabled by eHealth NSW infrastructure.

Four new high-tech multi-disciplinary team (MDT) rooms, dotted throughout South Western Sydney Local Health District's three main hospitals, will host around 1,800 meetings annually.

One of these is Liverpool Hospital, which began as a tent hospital for convicts and soldiers in the 1790s.

Today, the state-of-the-art facilities it shares with Campbelltown and Bankstown-Lidcombe Hospitals are arming multi-disciplinary teams with real-time access to clinical, imaging and diagnostic information as they focus on conditions such as trauma, stroke, cardiac, lung, liver and cancer.

The telehealth-enabled MDT rooms are a "game-changer" which will help to ensure that timely, patient-centred care is delivered by the right experts, said Dr Peter Lin, Clinical Director, Medical Imaging, South Western Sydney LHD.

"These rooms are such powerful connectors of data and information," said Dr Lin.

At the official opening of the MDT rooms on 29 October, eHealth NSW Chief Executive Dr Zoran Bolevich, Chief Clinical Information Officer Dr Mark Simpson and RIS-PACS Program Director David Cernjul lent their support to South Western Sydney LHD colleagues.

Kitted out with touch LCD screens and ceiling-mounted cameras, Liverpool's main MDT room played host at the launch to a mock meeting

in which radiologists and nuclear medicine physicians consulted with surgical, medical imaging, staff specialists, pathologists and allied health workers to map the best course of treatment for a real-life patient.

In a speech to commemorate the official opening, Dr Bolevich said: "This kind of facility showcases how many pieces of digital technology and video-conferencing infrastructure come together to deliver superior outcomes for patients. Congratulations to all involved."

The high-tech rooms are helping enable its clinicians to deliver excellent patient care to the people of south-western Sydney, the fastest-growing region in Sydney and one of the most rapidly expanding in Australia.