

Health Informatics Society of Australia Victorian Branch (HIVic)

TOWARD A CONTINUUM OF E-COMMUNICATION IN VICTORIA

Friday 13th April 2007 – 9am to 5pm

Sebel Albert Park (formerly Carlton Crest Hotel), 65 Queens Rd Melbourne



connectingcare.com
'networking to increase access'

Overview

Connectingcare is an online services directory and messaging system, supported by subscription and covering two thirds of all Primary Care Partnerships (

Originating with 1998 Networking the Nation funding to create an online directory, by 2002 CC had developed into a secure messaging conduit using PKI. In 2005-6 CC established secure email and webservice interfaces with client management applications for referral/notifications – along with webservices providing multiple use of services information back-out to agencies' intranets and websites. In 2006-7 we have been working with GP messaging systems to allow cross-system exchanges – especially for referral, care plans and notifications. Current development works include a community client application-secure workspace for business grade transactions – fax, messages, notifications and correspondence, SMS bookings – and linking to 3rd party client management systems.

CC has had a focus on primary and secondary care through post-acute and community based agencies using the Victorian SCTT and Service Coordination Protocols. Into the future CC will exchange a variety of messages and notifications with a focus on delivering payloads *as the recipient wants to receive them*.

CC supports agencies using the SCTT in accordance with the Statewide protocols, all relevant legislation, and with sector-based best practice. CC also supports the current capacity of practice and infrastructure through fax and secure email (PKI and other).

Connectingcare Vision

CC improves communication across the continuum of care, providing a high benefit /low risk /low cost tool to support service coordination.

CC supports agencies and practitioners who wish to communicate using secure messaging, integration of business requirement, and evolving best practices and information standards.

Connectingcare Development Principles

- ✓ *Standards-based* – aiming for early integration with national and state requirements (eg NeHTA, DHS's SCTT06 Messaging using HL7 and PKI)
- ✓ *User focused* - supporting statewide, user accepted and flexible practice.
- ✓ *Cooperative* – development benefits shared with subscribers
- ✓ *Ongoing Development* – research and development works are our significant focus, building on regional-local initiatives, funded opportunities, and taking the initiative to support service co-ordination - especially for new sectors, agencies, and those DHS programs areas committed to use SCTT & statewide PPPS

We are proving the mechanics of the works, trialing the business flows to create systems users prefer. Our intention is to provide the best-available secure-messaging systems for health and community services, giving user-friendly interim solutions & bridging the SCTT cycles with innovative counter-measures.

Benefits

Connectingcare allows *any user* to send a secure referral to a recipient agency registered on the system.

The current system allows print, save and faxing referrals.

PCPs pay flat-uncapped Subscription Fees with unlimited seats, listings and usage guarantee community agencies understand what they are to pay - and get value.

All agencies share in the developments funded by individual agencies and regions. This gives economy of scale and clear benefit to subscribers.

GPs, specialists, hospital clinicians and registered allied health professionals are all required to use PKI for transacting with the Commonwealth.

Connectingcare has a commitment to ongoing research and development including partnerships with industry players and research units. Being an eight year old not-for-profit funded project we have a proven track record of returning investment to the development schedule, enhancing user experience – and working to meet user needs.

Simon d'Orsogna, Executive Officer

Connectingcare (auspiced by ISIS Primary Care P/L)

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