

eHealth Communication in Victoria



the Community Software Vendor Perspective

Peter Young
General Manager
Health & Community Services
Database Consultants Australia
pyoung@data.com.au
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About DCA

Database Consultants Australia (DCA) is a Melbourne based organization with regional offices in Sydney, Thailand, New Zealand and the US. DCA is a panel provider to DHS Victoria, providing application development, support and facilities management for a variety of DHS applications.

DCA also provides a software solution "The Care Manager" to over 180 aged care and community care organisations throughout Australia.

Industry drivers

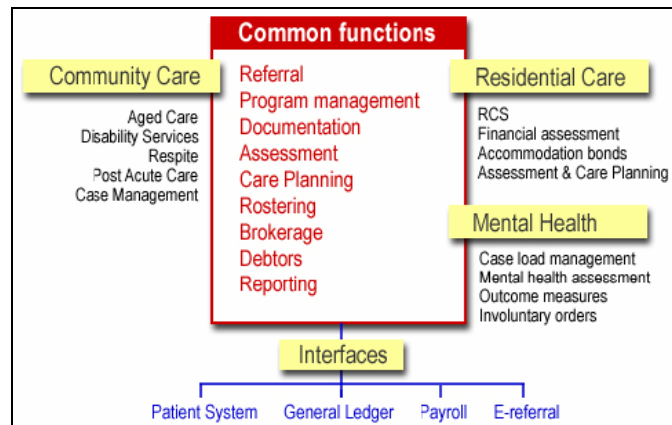
There are a number of changes occurring in our world that are creating demand for improved management of health related information for consumers serviced outside the traditional acute hospital arena. These drivers include:

- Demand for aged, disability and mental health services increasing
- Fragmentation of funding programs (state and federal levels)
- Fragmentation of service delivery drives need for shared information
- Privacy legislation driving secure information access
- Nationwide standards for information exchange in progress

The Care Manager response

DCA's mission with The Care Manager is to provide a single software solution that supports the enterprise-wide delivery of services to clients:

- client/program management across federal and state funding jurisdictions
- a security architecture to support information sharing across programs and teams
- clinical quality of care and financial accountability
- HL/7 interface to hospital and pharmacy
- Web services interface to e-referral gateways in Victoria and NSW



Examples of Victorian projects using The Care Manager for information sharing are described overleaf.

Barwon Health Mental & Community Health project

Barwon Health is using The Care Manager as the clinical system to manage community and inpatient records for mental health related services throughout Geelong, the Bellarine Peninsula and South Western Victoria.

The system manages all data collection in accordance with national outcome measure requirements as well as locally generated assessments and care plans.

The Care Manager interfaces to the Barwon Health iSOFT PIMS patient administration system for synchronization of client demographic information and unique identifier.

The system manages the sharing of client information including assessments, care plans, notes and crisis plans between community, inpatient, emergency and drug and alcohol units.

Initially implemented for the requirements of mental health, the use of The Care Manager is now being expanded to include carer respite (NRCP) and HARP programs.

DCA is also in the process of developing and implementing a single shared assessment across all disciplines in community and mental health. The design allows different units to view the entire assessment in summary and detail form, and update the components that relate to their specific discipline.

Web based E-Referral

DCA has worked with the Grampians Health Information and Communications Technology Alliance in Victoria and NSW Government HSNET project to develop an electronic referral exchange architecture based on web services. The Care Manager interacts with the ConnectingCare gateway in Victoria using a SCTT payload and the ReferralLink gateway in NSW using HTML forms to provide a secure mechanism to transmit formatted messages that support the referral process from the time the referral is submitted to the point where the requested services have been completed.

- Search facility allows the recipient to match the incoming referral against clients in the data base.
- Auto- population of registration and SCTT detail
- Electronic notification of referral outcome
- Audit trail at the message and event level
- Integration with web based service directory for agency identity & authentication
- Removes duplicate data entry for incoming and outgoing referrals

