AMSANT eHealth Bulletin 5/10/2015

Welcome to AMSANTs eHealth Bulletin. This is an update of eHealth happenings that affects AMSANT member services.

NT MeHR to PCEHR Transition — NTG PCEHR Live

Last Thursday, 24th September, a major milestone in the NT MeHR to PCEHR transition was achieved with the NTG Clinical Information Systems 'Going Live' for the PCEHR. This means Discharge Summaries and Specialists letters from the hospitals and Event Summaries and Shared Health Summaries from PCIS services (NTG health clinics) for patients that are registered for the PCEHR, now go to the PCEHR not the MeHR.

This is a very significant event and means that all NT ACCHSs should also be sending and viewing from the PCEHR and registering your patients with the PCEHR so you can continue to enjoy the great benefits of having access to shared clinical documents from NTG sites and other ACCHSs. Shirley Spicer has been working with NT ACCHS for some time now to assist you with this process, and AMSANT is still available to help, so please contact us if you need assistance with connection, setting up your Assisted Registration processes or helping your staff to use the PCEHR. AMSANT is here to help.

Reminders about some of the points about the PCEHR

- You have an icon for the PCEHR on the patients tool bar. If this is Green the patient is registered and you can view from and send to the PCEHR. If it is Red, your patient is either
    - Not registered to the PCEHR *so needs to be offered registration through Communicare (a quick process)* or
    - Is registered for the PCEHR but your CIS (Communicare) does not have the patients IHI (Individual Health Identifier) recorded. *This is automatically downloaded from the national Health Identifier service if you have the same patient identifying details as is recorded in the Medicare database. These patient identifiers are the same as the patients identifying details for their Medicare claiming, however the accuracy required is stricter so contact Medicare to check these identifiers if you do not have the patients IHI* or
    - You have lost connection to the PCEHR through the Internet *so contact your Communicare / IT administrator.*
- For now, Pathology is only available through the patients MeHR file until the Pathology companies fix the technical solution for access through the PCEHR.
- Access to the MeHR through the Green Kanga continues so you can still view historical documents, plus this gateway still allows access to the RHD and Immunisation Registers.

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PCEHR Document Error

Recently through auditing by the NT Department of Health of documents sent to the PCEHR by NT health services, an error in the Communicare Event Summary template has been identified that has caused some failures of Event Summaries sent.

The error has been analysed by the System Operator, the Commonwealth Department of Health, and identified as an incorrect selectable field in the Event Summary template. Communicare will resolve this error in version 14.7 which is due to be released in the near future.

This error should not stop NT ACCHSs from using the Communicare PCEHR module in your current version as it has only caused errors in sends in a small percentage of documents sent to the PCEHR. NT ACCHSs are recommended to continue to send to and view from the PCEHR as NTG hospitals and PHC clinics are now sending documents to the PCEHR for registered patients.

Communicare Developments

Communicare – Version 14.6 is now ready, however 14.7 is hot on its heels in less than a month so AMSANT recommends that NT ACCHSs wait for it to be passed before upgrading as it has several functions that will be of great use to services.

Improvements in 14.7 are:-

- MeHR / PCEHR transition compliance which allows services to turn off the function of sending documents to the MeHR for PCEHR registered patients. This will reduce replication of documents in the MeHR and PCEHR.

- Queuing of PCEHR documents to be sent by services using the offline version of Communicare, and then sending of these documents when the laptop is re-synchronised with the main database. This is very important news for services such as Laynhapuy that use the stand alone synchronised version of Communicare on a laptop.

- New NT standard clinical items for Rheumatic Heart Disease (RHD).

- Streamlined database upgrade process, which will significantly reduce the downtime when upgrading Communicare.

When version 14.7 has passed regression testing by Communicare and MeHR-PCEHR function compliance testing by AMSANT and NTG technical analysts, NT ACCHSs will be notified that it is ready for implementation.

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It is recommended that services upgrade to V14.7 as soon as you are notified that it is ready, as this will allow the next important milestone in MeHR-PCEHR transition.

That is for NT ACCHSs to turn off sending documents for patients who are PCEHR registered to the MeHR. This addresses a significant risk of sending shared documents for a patient to both the MeHR and the PCEHR causing uncertainty for clinicians of which repository to find updated clinical summaries.

At this time though, you should be PCEHR live through Communicare, and be actively registering your patients to the PCEHR and having your clinicians send to and view from the PCEHR. If you are not, or need assistance with this, please contact AMSANT and we will help with technical and training issues.

Communicare Dashboard

AMSANT has been working in collaboration with Communicare to develop a dashboard for the product. Communicares stated aim is to create the best analytical product in the marketplace. AMSANTs goal on behalf of its members is to make available a dashboard that enables health services to identify and direct Continuous Quality Improvement of clinical activities for patients. Communicare will be giving a demonstration of the Dashboard at AMSANTs CQI Forum on the 10th-11th November and members will be able to give feedback on it.

NTG Core Clinical Systems Renewal Program (CCSRP)

The NT Department of Health is embarking on a program to replace its clinical information systems in the acute and primary care sector. The current status of the program is that NT DoH clinicians are comparing the products from several vendors so that a blueprint for the best solution can be created.

Keeping updated with eHealth news

Do you lack the time to trawl eHealth sites to find out what is happening in eHealth but have a need to keep up with latest developments? The AMSANT eHealth twitter site is the one stop shop to keep you updated with the latest eHealth news. It can be found

- on the AMSANT website - http://www.amsant.org.au/whatwedo/ehealth/ (bottom right corner)
- or follow on Twitter - https://twitter.com/amsantehealth

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Pen CAT / nKPI Reporting

Services will be aware from contact from both the Commonwealth Department of Health and the Improvement Foundation (IF) that the next round of national Key Performance Indicators (nKPIs) in January will be using the Canning Tool instead of the Pen CAT Tool. This is an unfortunate decision as services have been using the Pen CAT for 2 years to extract the nKPIs and many services have been using it for CQI. However due to NACCHO paying for the licence of the Pen CAT for the year 2015-16, ACCHSs should still have access to the Pen CAT for CQI for another year. Work on mapping Communicare clinical items to the Canning Tool is taking place now and are due to be completed by December. AMSANT has written to the Department of Health protesting at the undesirability of changing this data extraction and CQI tool from one third party product to another and requesting for extraction of the nKPIs to come directly from Communicare. We are also working with Communicare to develop a CQI Dashboard in Communicare (see above).

HPOS

The Department of Human Services have advised health services to update their internet browser version to ensure that they have the level of security required to access the HPOS (see link below to story). The minimum browser requirements are Internet Explorer 9; Mozilla Firefox 30; and Google Chrome 39.
http://www.humanservices.gov.au/health-professionals/news/check-your-internet-browser-version-by-1-october-2015

Argus Messaging Upgrade

Argus Messaging (used in Communicare) is soon to release and implement into NT AC-CHSs an improved version of Argus Messaging and will be following this up with training to services on how to use Argus effectively. This will include setting up the Communicare Address Book and using Argus Message Manager which allows monitoring of sending and receiving of messages. Your service will be contacted by Argus soon. Issues with messaging from Communicare are now reported to the Communicare Help Desk, however AMSANT staff will also be receiving training so we will also be available to assist.

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National Health Services Directory (NHSD) –
TE CD Service Register, NTG addresses

AMSANT in association with NTPHN (previously NTML) has finished compiling a Top End Chronic Disease Services Directory with service and contact information on agencies who offer CD services. This information has been uploaded into the NHSD and will be available through the NTPHN website (information to come).

NTG has also been working on updating the contact information for hospital and specialist services and these also will be uploaded into the NHSD so that ACCHSs have accurate addresses to send secure electronic referrals to through the Communicare address book. When services have had their updated Argus Messager installed and received training on using the Message Manager, it is hoped that you will have the wherewithal to be consistently sending electronic referrals to NTG specialists and other services and will be able to monitor the sending status.

Individual Health identifiers (IHIs)

You will be aware that these identifying numbers are stored for each patient in your Communicare database, are checked automatically every night with the national Health Identifier Service and are used to access your patients national eHealth record (PCEHR). Without this number you are unable to access your patients PCEHR file even though they may be registered elsewhere, plus this number will be used for all electronic transfer of patient data such as referrals and pathology results in the future. It is therefore a very important identifier number to ensure that you have listed for each patient.

AMSANT staff have previously assisted services in doing an audit on the identifiers of patients missing their IHI number in your database, and then ensuring that these identifiers were consistent with those held in the Medicare database. This should have enabled services to download your patients IHIs. If you have any further queries with your IHI numbers for your patients, please contact AMSANT to discuss.
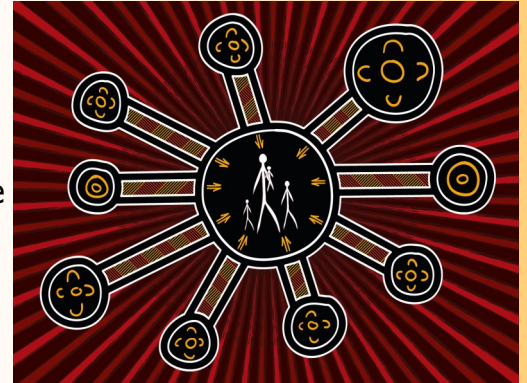
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AMSANT eHealth / Communicare Forum

The AMSANT eHealth / Communicare Forum will now be on 1 day, Thursday 12th November, following the AMSANT CQI Forum on Tuesday 10th – Wednesday 11th November.

The eHealth / Communicare Forum has always proved to be a very useful day for our services to learn about the latest developments in eHealth / Communicare and discuss their issues. Some of the topics this year to be discussed will be Communicare updates and developments run by Communicare staff; information on the PCEHR; and other topics found in this Bulletin.

We trust you will attend this informative day which aligns closely with the CQI 2 day forum. Information on registration can be found on the AMSANT website http://www.amsant.org.au/, or call or email the eHealth team.

Staff Changes

Unfortunately Shirley Spicer has left AMSANT and the eHealth team. She has done an amazing job of engagement with services over the last 2 years visiting just about every community in the NT and certainly every NT ACCHS on several occasions. On behalf of the sector, I would like to thank Shirley for her fine work and wish her well with her future endeavours.

Nicolle Marchant has joined the AMSANT eHealth team as PCEHR Implementation Coordinator. Nicolle is very experienced in this area having worked for both AHCSA and NACCHO in this role and will be getting in touch with all services over the next few weeks to introduce herself and offer her help to you.

AMSANT eHealth team

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