

Organised by:



Two Day Conference: 1-2 April 2008
Pre Conference Workshops: 31 March 2008
Post Conference Workshops: 3 April 2008
Watersedge Function Centre, Sydney

Electronic Health Record and Data Management 2008 Conference

Implementing, standardising and
securing the efficient exchange of
patient data and clinical information

Keynote Speakers:

Prof Katherine McGrath,
Deputy Director General,
NSW HEALTH



Marc Probst,
CIO,
**INTERMOUNTAIN
HEALTHCARE USA**



Fiona Wilson,
Director – Office of Health
Information Systems,
DEPT OF HUMAN SERVICES VIC

This event will show you how to:

- Improve the accuracy of your data and facilitate diagnosis and decision making
- Address data storage, access, security and privacy issues
- Achieve greater communication and facilitate health data transfer and remote access
- Benefit from the latest digital imaging, networking and other emerging technologies
- Develop a business case for your health records and information project
- Achieve greater standards of care while reducing costs

Outstanding Speakers include:

EHEALTH RESEARCH CENTRE CSIRO
COLLABORATIVE CENTRE FOR EHEALTH
AUSTRALIAN HEALTHCARE MESSAGING LABORATORY
NATIONAL CENTRE FOR CLASSIFICATION IN HEALTH
ROYAL PRINCE ALFRED HOSPITAL
GREATER WESTERN AREA HEALTH SERVICE
QLD HEALTH PATHOLOGY
TOWNSVILLE GENERAL PRACTICE NETWORK
GOLD COAST HEALTH SERVICE DISTRICT
AUSTRALIAN INSTITUTE OF HEALTH & WELFARE
KING STREET MEDICAL PRACTICE
ADELAIDE NORTHERN DIVISION OF GENERAL PRACTICE
ST BASIL'S HOMES

Don't miss the four separately bookable interactive workshops

TO REGISTER: PHONE (02) 9223 2600 FAX (02) 9223 2622 EMAIL registration@iqpc.com.au WEBSITE www.iqpc.com/au/ehealth

Supporting Association:



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Researched and developed by:



Are you struggling to develop an integrated electronic health record system when very little is interoperable?

Do you feel overwhelmed by the enormity of the task?

A recent study showed that in 2006, less than 10% of hospitals have a fully integrated electronic health record system.

Your colleagues had told us that their biggest concerns are:

- Inaccurate and incomplete data going into medical records
- Information that is not uniformly coded and not stored in standardised ways
- Record and data systems that simply don't talk to each other
- Building a business case to gain approval and support for your electronic records project

These cause time and money wastage and can lead to health care providers making decisions based on the wrong data. However there are no clear cut solutions and standards still have a long way to go.

IQPC is proud to present the **Electronic Health Record and Data Management 2008 Conference**.

This event brings together key health care information professionals and thought leaders who will show you how to overcome these problems as well as:

- Improve your work processes for more accurate and efficient data capture
- Evaluate and implement the best, cost effective technology solutions
- Develop change management strategies to facilitate a new record system in your organisation
- Implement paperless record systems in a hospital or smaller general practice
- Better utilise your existing information systems

Managing patient and medical records electronically can dramatically improve efficiency and quality of care. You will learn how to improve your patient records procedures, and build a system that delivers better patient care while saving time and money.

Who should attend?

Professionals working in:

- **Health and Medical Records**
- **Information Management**
- **Clinical Records Management**
- **IT/ IM, IT/ICT**
- **Operations**
- **Documents**
- **Tele health**
- **Data Management**

As well as Health care providers including Doctors, GPs, Clinicians, Pathologists and Directors of Nursing. From:

- State and Federal Health Departments
- Area Health Services
- Hospitals
- General Practices
- Divisions of General Practice
- Allied Health Services
- eHealth, health records and other policy based organisations

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- Demonstrating your expertise and product excellence

For more details on the promotional opportunities that sponsorship can offer, please call David McCarthy on 02 9229 1058 or email david.mccarthy@iqpc.com.au

Day One: Tuesday 1 April 2008

8.30 **Registration and morning coffee**

9.00 **Opening remarks from the chairperson**

Patricia Ryan, President,
HEALTH INFORMATICS SOCIETY OF AUSTRALIA (HISA)

Towards Standardisation

9.10 **KEYNOTE PRESENTATION: Electronic Health Records: The NSW Experience**



- Experience in NSW with the EHR pilot
- Practical approaches to informed consent
- Achieving patient participation
- Building clinician engagement
- Overcoming barriers to EHR implementation



Prof. Katherine McGrath, Deputy Director-General, Health System Performance,
NSW HEALTH

9.50 **KEYNOTE PRESENTATION: Developing a State wide Approach to Electronic Health Information Programs**



- Improving co-operation and co-ordination between all stakeholders
- Developing end-user and stakeholder buy-in for ehealth initiatives
- Working towards connectivity and standardisation
- Driving strategy from a clinical and patient benefits perspective

Fiona Wilson, Director – Office of Health Information Systems,
DEPARTMENT OF HUMAN SERVICES VIC

10.30 **Morning tea and networking break**

11.00 **Maximising Interoperability and Integration of Electronic Health Records**

- Conformance to standards
- Use of terminologies and coding systems
- The role of interface engines
- Knowing how HL7 really works
- Certification of healthcare information systems

Chris Lynton-Moll, Manager,
COLLABORATIVE CENTRE FOR EHEALTH
and Executive Director,
AUSTRALIAN HEALTHCARE MESSAGING LABORATORY

11.40 **Developing and Running a Large Paperless Critical Care Department**

Royal Prince Alfred Hospital in Sydney provides Australia's largest critical care service. It has also had a long history of utilising electronic based clinical records going back to 1984. This presentation will look at:

- Developing new electronic records technologies and dealing with legacy systems
- Providing decision support and the challenges of running a paperless department
- Migrating to new systems: Developing a business case and the lessons learnt

Dr. Robert Herkes, Director Intensive Care Unit &
Angela Ryan, CIS Manager,
ROYAL PRINCE ALFRED HOSPITAL

12.20 **Roundtable Discussion**

Facilitated by the Chairperson

1.00 **Networking lunch**

Health Data Quality

2.00 **Establishing Best Practices in Data Quality**

- Assessing the quality of your clinical data and ensuring meaningful results
- Achieving and maintaining clean data and consistency
- Working with stakeholders to improve data interoperability
- Interpreting clean data for optimised diagnosis and decision making

Barry Lollo, IM/IT Program Manager,
TOWNSVILLE GENERAL PRACTICE NETWORK

2.40 **Ensuring Accurate Data Capture**

- Developing priorities for what data to capture
- Secondary use of hospital data
- What data goes into a patient record and what should be discarded
- Linking of diagnosis related information within hospital records
- Ensuring data capture systems are designed with the needs of time poor end users in mind

George Bodilsen, Head Hospitals Unit,
AUSTRALIAN INSTITUTE OF HEALTH AND WELFARE

3.20 **Scientific Data Accuracy and Accessibility: The Lessons for Electronic Health Data**

- What data is needed for a record?
- Storage issues: Problems of file size, accessibility and longevity of storage
- Challenges of integrating historical data with new electronic records
- Standardising data to facilitate clinical diagnosis

Peter Hegarty, Manager Systems Support,
QLD HEALTH PATHOLOGY

4.00 **Afternoon tea and networking break**

4.30 **Developing Universal Terminologies to Facilitate Health Record Standards**

This session will look at the revision of ICD classifications and the implications for your health records as well as:

- Standardising classification and terminologies for diagnosis and decision making
- Fixing inconsistencies, aligning concepts and promoting common usage
- Creating greater accuracy and usability for health care providers and end users

Prof. Richard Madden, Director,
NATIONAL CENTRE FOR CLASSIFICATION IN HEALTH

5.10 **Closing remarks from chairperson**

Day Two: Wednesday 2 April 2008

8.30 **Registration and morning coffee**

9.00 **Opening remarks from the chair:**

HEALTH INFORMATION MANAGEMENT ASSOCIATION OF AUSTRALIA (HIMAA)

Interoperability and Connectivity

9.10 **INTERNATIONAL KEYNOTE: Seamless Connectivity and Health Information Transfer**



- Identifying and overcoming barriers to connectivity and information sharing
- Dealing with issues of privacy, resourcing and optimum information exchange
- Reducing duplication and increasing integration
- Facilitating health information transfer with diverse platforms

Marc Probst, CIO,
INTERMOUNTAIN HEALTHCARE USA



9.50 **News from the Front Line: Implementing a Clinical Information System**

This is a first hand account of the implementation of a clinical information system in critical care over a WAN in two NSW Public Hospitals. As well as the war stories from this practicing front line clinician, also discussed will be:

- Intelligence gathering: Assessment process from clinical to fiscal via IT
- The chain of command: Management of bureaucracy
- The war plan: Implementation strategies
- Battles won and lost: Things to do and not do

Dr. John Lambert, Director of Critical Care,
ORANGE HEALTH SERVICE – GREATER WESTERN AREA HEALTH SERVICE

10.30 **Morning tea and networking break**

Implementation and Operation

11.10 **The Electronic Health Record: Why is it so Darn Hard?**

If an organisation is going to convert to an EHR system, it is vital all concerned understand the nature and complexity of the average patient medical record. They must also understand the people, environment and infrastructure associated with records in the current largely paper based record environment. This presentation, based on years of experience will discuss:

- The complexity of an average hospital patient record
- Going electronic is tough: The enormity of managing hospital medical records
- How various elements could become electronic and what are the inhibiting factors

Josephine Holman, Manager Medical Records,
GOLD COAST HEALTH SERVICE DISTRICT - QUEENSLAND HEALTH

11.50 **Implementing Efficient Medical Record Systems in a Busy Practice**

Dr. Barnett runs a busy general medical practice with 15 doctors and has been an early adopter and advocate of electronic health data systems. He will discuss:

- Moving from electronic storage to intelligent systems
- Focusing on patient needs while ensuring optimum efficiencies for your organisation
- Increasing quality and appropriate content of information systems
- Challenges of standardisation and accurate data capture

Dr. Craig Barnett, Co-Director,
KING STREET MEDICAL PRACTICE

12.30 **Networking lunch**

1.30 **Utilising Digital Imaging and Enhancing Medical Records**

- How to embed digital images and other data into health records
- Addressing file storage needs of full body scans and forensic records
- Overcoming storage size and access problems for multi media health records
- Establishing multi modal virtual channels

Gary Morgan, CEO,
EHEALTH RESEARCH CENTRE, CSIRO

2.10 **Building a Business Case for eRecords in General Practice**

The ANDGP has been very active in developing an educational program and business case aimed at GPs for implementing secure networks, messaging and data management. This session will discuss:

- Creating a compelling business case for electronic record management systems
- Changing perceptions and attitudes towards security
- Putting the benefits of eHealth into tangible terms: Costs and benefits
- Engaging end users and creating buy-in and support

Jodie Pycroft, IT Support Officer,
ADELAIDE NORTHERN DIVISION OF GENERAL PRACTICE

2.50 **Facilitating Organisational Change to Drive eHealth Improvements**

- What are the links between developing an efficient electronic records system and your organisation culture?
- Transforming the way your organisation and staff work to facilitate communication
- Identifying barriers, resistance to change and developing leadership
- Developing electronic patient record systems in aged care facilities

Evi Giameos, Information Manager
ST BASIL'S HOMES

3.30 **Afternoon tea and networking break**

4.00 **Roundtable Discussion**

This is another opportunity to discuss the issues raised during the conference as well as what is next and how should you progress?

Facilitated by the chairperson

4.40 **Closing remarks from chairperson and close of conference**

“I was overwhelmingly impressed, well worth spending the time and money to attend”

Area Director of Critical Care,
Greater Western
Area Health Service, NSW

Pre-Conference Workshops: Monday 31 March 2008

A The A to Z of Implementing Electronic Health Records

Morning 9.00am-12.00pm

Implementing efficient electronic record systems requires a good understanding of how information is captured and shared in your organisation and how business practices can be streamlined. Also you need to consider what are the appropriate information management models for your situation. In most cases a complete rethink is required rather than falling into the trap of implementing something based on past procedures. This practical workshop will give you take away tools to understand, evaluate, choose and implement the best solutions. As well you will learn about:

- Understanding best practice information models to streamline your processes
- How are health records and information transmitted and communicated through out your organisation

- Evaluating and implementing accurate data capture, imaging, storage and transfer solutions
- Meeting coding, classification and reporting requirements
- Working with end users to ensure the systems meets the needs of all stakeholders
- Change management and training strategies

About Your Expert Tutor:

Marc Probst, CIO and VP Information Systems, INTERMOUNTAIN HEALTHCARE USA

Marc has been a leader in information technology and healthcare services for over 20 years. He is overseeing Intermountain's landmark collaboration with GE Healthcare which will create the next generation electronic medical records software. Previously he was a Partner at Deloitte Consulting where he led the healthcare IT practice.

B How to Create a Business Case to Ensure the Success of Your eHealth Project

Afternoon 1.00pm-4.00pm

There are many issues that must be worked through before an electronic record project can be developed and ultimately successfully implemented. To ensure success and a more efficient process, you must develop a road map for developing and implementing your information management system as well as a compelling business case to gain approval, funding and buy-in from key stakeholders. In this interactive workshop you will learn about:

- How to develop a business case and implementation road map for ehealth records
- Evaluating the information needs of health care providers and all end users in your organisation
- Improving co-operation and coordination between all stakeholders
- Driving strategy from a clinical and patient care and benefits perspective

- Developing end-user and stakeholder buy-in for your electronic record project
- Working towards connectivity and standardisation for better decision making
- Ensuring and demonstrating ROI on ehealth investments

About Your Expert Tutor:

Chris Lynton-Moll, Manager of the Collaborative Centre for eHealth and Executive Director of the Australian Healthcare Messaging Laboratory. Chris has extensive experience in the health arena in both Australia and the United Kingdom, specifically in Pathology, Information System Management and HL7 messaging. He was Scientist in Charge of the Department of Microbiology, Royal Hobart Hospital before venturing into the world of information system management. Chris has been with the Collaborative Centre for eHealth for the last five years and sits on the HL7 Australia Board and two Standards Australia Working Groups.

Post-Conference Workshops: Thursday 3 April 2008

C The A to Z of Capturing, Storing and Accessing Accurate Health Data

Morning 9.00am-12.00pm

Clean and accurate data is the basis of any electronic record system. In fact without it all other solutions are redundant. There are many issues that an organisation has to also consider including how will data be stored, how long does it have to be stored, will it be able to be readily accessed and how much can be spent on possible solutions. This workshop will give you a thorough grounding in all aspects of health data which will underpin all your work with electronic record systems. Learn about:

- What is electronic health data and what data is needed for a record?
- The importance of clinical coding and classification standards
- Who are the stakeholders of your data and how do they contribute to interoperability

- Ensuring data is accurately captured by improving your work processes
- Overcoming data storage issues: Assessing how much storage you need, how long can and must it be kept, how easily accessible will stored data be?
- Working with large, mixed media files and embedding imaging into medical records

About Your Expert Tutor:

Peter Hegarty, Manager Systems Support, QLD HEALTH PATHOLOGY Qld Health Pathology is the main provider of public health pathology services in Queensland. With 33 laboratories throughout the state, it provides clinical support, tertiary, state referral services, autopsies, education, research and development.

D How to Drive Organisational Change to Develop Electronic Record Systems

Afternoon 1.00pm-4.00pm

Although technology is important, many organisations are finding that the real challenge they have to overcome to implement electronic health records systems is changing the attitudes and culture of their organisation. This affects not only the successful implementation of a new project but also day to day operations such as data capture and accuracy, which are critical factors for success. A change is needed in how your organisation operates and how it uses and shares information. This interactive workshop will give you the skills to develop a practical change management program for your organisation. You will learn about:

- Identifying and overcoming the organisational barriers to electronic record efficiency

- Determining information flows in your organisation
- Engaging all stakeholders and end users
- Developing a change management and implementation strategy
- Overcoming resistance and generating leadership

About Your Expert Tutor:

James Price, Managing Director, EXPERIENCE MATTERS

Experience Matters are business advisers helping clients improve management of their information and knowledge. As Managing Director, James has worked across the spectrum of industries and witnessed the pride and pain of many projects large and small. James expertise is a must for any organisation looking to reduce risk and ensure success in their projects.

