

# The challenges of getting the right data to the right place at the right time



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# Current status of ICT in Victoria

- Health *SMART* implementations due to complete in 2010
- NEHTA unique patient and provider identifiers and standard clinical terminology
- Victorian Whole of Health ICT Strategy 2009-2013

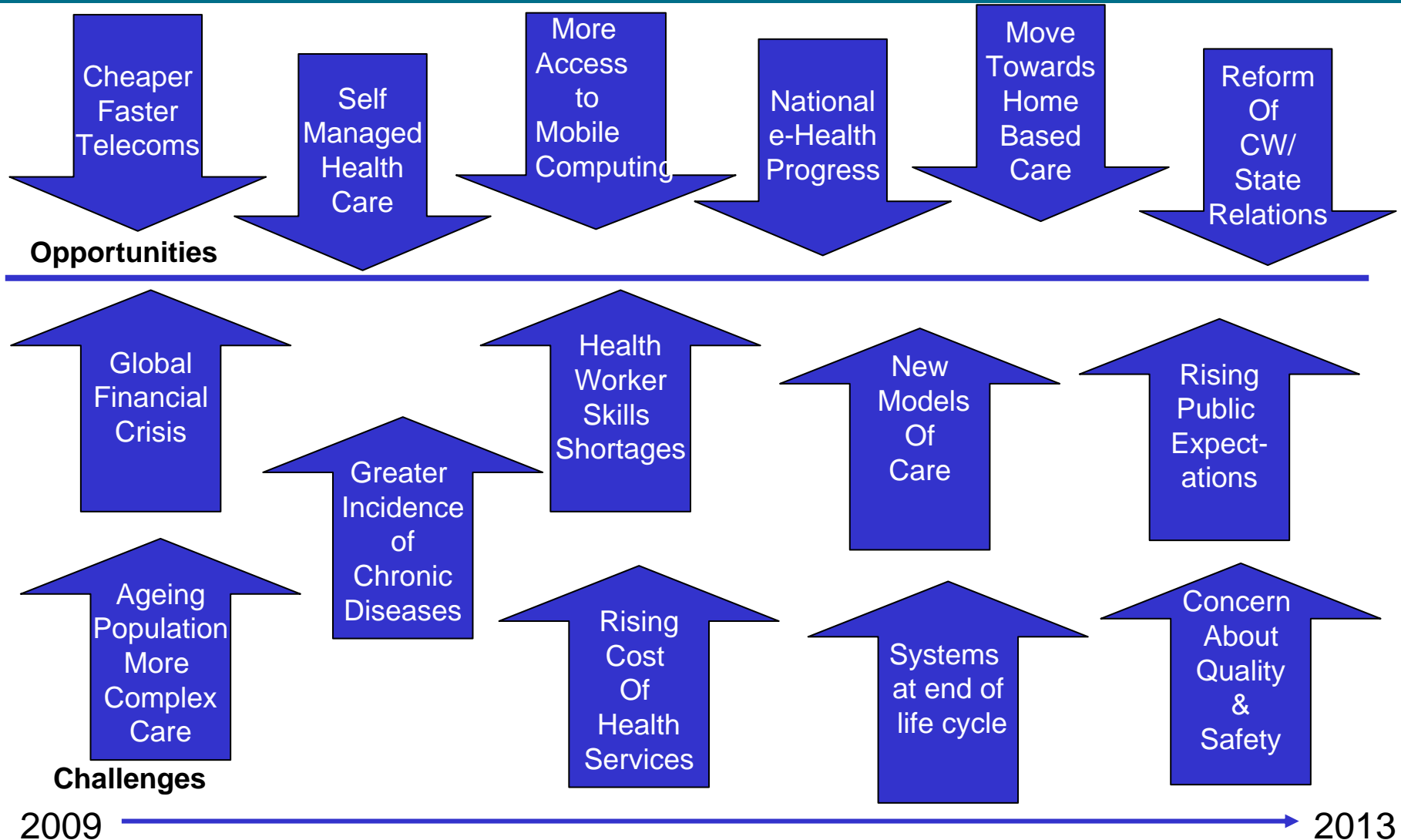
# Strategy Objectives

- Ensure that investment in health ICT actively and effectively supports the Victorian public health sector in addressing its major priorities, challenges and opportunities (including minimising risk);
- Provide an overall framework, principles and direction to guide investment in health ICT over the next four years;
- Ensure that Victoria is positioned to leverage from, influence and participate, in the emergent national agenda for e-health while leveraging investments made to date.

# Critical Success Factors

- Clinician and executive engagement
  - Transformation through use of ICT;
  - Must be easily understood by all;
  - Informs clinical performance & safety decisions;
  - e-Health Strategy must inspire and motivate.
- Realistic and achievable
  - Measurable outputs and outcomes;
  - Realistic timelines and within budget constraints;
  - Practical roadmap to prioritise investment.

# Challenges and opportunities facing Health ICT



# What is right information, right time right place

- Right information – *what's needed to make decisions that are critical to the business and its clients;*
- Right time – *in time to enable and inform the best alternative course of action*
- Right place – *wherever it best fits in with the user's way of working.*

# Implementation challenges and risks

- A very busy workforce and very busy patients
- Different starting points for different services
- Sustaining investment over a long period
- Complexity of applications and integration
- National and state collaboration
- Change management requires time
- Models of care are changing
- Capacity of IT vendors to adapt to new architectural requirements

# Enabling Strategies

- Compelling vision about service integration and continuum of care
- Active engagement of clinicians and management
- Clear governance and accountability
- Comprehensive standards for technical and semantic interoperability
- Patient and provider identifiers
- Support clinical and business process redesign
- Appropriate funding and associated incentives

# Environment for Health ICT

- The complexity of health ICT must recognise diversity within a guiding framework.
- The framework must
  - Be standards based and enforceable
  - Specify the information to be transferred
  - Specify the means of secure exchange of information
  - Balance common need with encouraging innovation

# National strategic responses

- COAG support for the NEHTA Work Program over the next three years
- Imminent release of National eHealth Strategy
- National Health Information Statistics and Standards Committee reviewing national priorities for standards development and implementation

# A closing observation

“To get it right in eHealth is not about doing a couple of big things, its about doing a whole series of little things right – that’s why its so difficult”

- *Senior Australian Health Bureaucrat, 2008*

*Further information:*

[www.Health.Vic.gov.au/ictstrategy](http://www.Health.Vic.gov.au/ictstrategy)