

Rewards and lessons to date

NSW Electronic Discharge Referral System Implementation

The ingredients....

- 19 Area Health Services with diverse systems and infrastructure, including locally developed discharge summary systems
- 8,000 NSW GPs with diverse interests and IM&T resources
- State commitment to "standard" electronic discharge summaries

The players

- The NSW GP IM&T Strategy Steering Group
- Area Health Service clinicians and technical experts
- The Alliance of NSW Divisions, Divisions of General Practice and GPs
- Global Health and the Cerner Corporation

Current state of play...

- NSW Area Health Services -
- Committed to either Global Health or Cerner Corporation product = 8
 - Assessing feasibility = 3
 - Commitment linked to timing of Patient Administration System replacement = 4
 - Uncommitted = 4

Current state of play.. 2

- Of 8 committed Areas -
- Live in units of Hunter and Central Sydney Areas
 - Go live scheduled in next three months - Central Coast, Northern Sydney & Western Sydney Areas
 - Go live scheduled in 2004 - New England, South Eastern Sydney, South Western Sydney Areas

Benefits from ...

- Business process review and benchmarking - training and sharing of results
- A focus on outputs as well as processes
- Area collaboration and support



Rewards

- Positive response from **recipients**, evidenced by - feedback and increasing adoption during weekends and after hours
- Positive response from **Area clinicians** evidenced by - enthusiasm for project, VMO interest in reviewing content
- Positive response from **Area administrations**, evidenced by - testimony regarding quality improvements



Sobering experiences

- The time requirements for developmental tasks - data standardisation, messaging standard developments, new privacy legislation implementation
- Restrictions posed by the absence of security policy implementation guidelines and a state level provider directory



Questions?

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