

General Practice Tasmania Limited



TEH
TASeHealth

A collaborative Framework
for eHealth within Tasmania

21 August 2009

Delivering local health solutions
through general practice

DOCUMENT ACCEPTANCE and RELEASE NOTICE

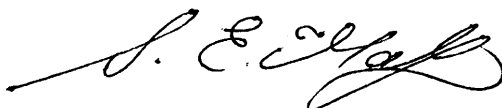
This is version 1.0 of the TAsEHealth Collaborative Framework.

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(for acceptance: Richard Wylie, Project Manager)



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The TAsEHealth Program

In the context of the General Practice Tasmania Network's Cooperation and Conduct Agreement which seeks as one of its key objectives "...To improve coordination, efficiency and effectiveness of General Practice service delivery in Tasmania" the network has implemented the TAsEHealth program as a collaborative eHealth governance and participation framework that will provide a consistent, coordinated and strategic state-wide approach to the implementation of eHealth projects and initiatives within Tasmania.

The vision for this program is:

The innovative and appropriate use of technology to deliver **good quality** health information that will **enhance the business of general practice** for the **benefit** of patients, general practice and the broader community.

Where:

Good quality: comprehensive, complete and accurate information available in real-time

Enhance the business of general practice: return on investment in computerisation of business processes makes a measurable difference in terms business performance (e.g. lowering cost and/or increasing revenue) and clinical performance (e.g. informing clinical practice towards levels of best practice)

Benefit: measured in terms of patient health outcomes and level of satisfaction, opportunity to increase level of resources to support GPs; opportunity to allocate resources more efficiently and effectively and provide a coordinated approach to the management of health-related issues.

Core principles

The following principles underpin the TAsEHealth Program and are used as a *checklist* against which proposed initiatives are assessed.

That program activities and initiative clearly demonstrate:

- Commitment to improved and enhanced quality (individual) patient care
- Patient management support to general practitioners
- Commitment to improved and enhanced health outcomes for the wider community
- Commitment to improved data quality
- Tangible return on investment
- Privacy and security of patient information is maintained
- Service capacity is created or will be enhanced
- NEHTA compliant options are adopted to minimise institutional boundaries
- Divisional collaboration and coordination (where practical)

Priorities

There are some clear priorities which the program must address to inform future directions which include:

- The basis for any eHealth strategy must be underpinned by an interest to improve patient health care outcomes;
- Proposed eHealth initiatives must be worthwhile in terms of continuing to demonstrate ongoing returns on eHealth investment (at GP and Divisional levels);
- Collaboration across the Divisions network in terms of sharing achievements and expanding those State-wide and nationally to create economies of scale;
- Attention to issues of data quality to enable meaningful and useful patient-oriented information to be shared along the continuum of care; and
- Engagement with a range of key players in health, in particular the Tasmanian Department of Health and Human Services, to remove the organisational and system barriers to effective linkage of patient information.

Benefits

It would be expected that through adherence to the core principles, the program will generate the following benefits:

At the general practice level

- Cost efficient business processes – measurable evidence of improved activity and performance
- Enhanced capability – exchange of patient information will support and enhance GP decision-making
- Optimal return on investment – realisation of benefits in terms of financial return on investment

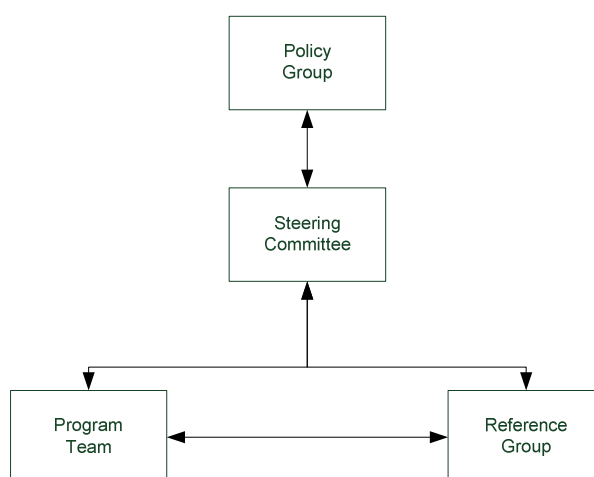
At the Divisional level

- Strengthen Primary Health Care - a solid information base for broader primary care and general practice information creating a more responsive and proactive primary health sector
- Development of good business practices - planning and reporting platforms to inform future funding and policy decisions
- Economies of scale – coordinated and standardised approaches will facilitate effective interaction and state-wide roll-out of initiatives

Governance

Governance of the TAsEHealth program is based on the collaboration of all member divisions and the SBO on eHealth in four key areas:

- Policy formulation
 - The existing network policy group has responsibility for formulating state-wide eHealth policy and position statements on behalf of the network
- Program governance
 - Responsibility for eHealth strategy, planning, and priority setting is vested with the divisional CEO's through the TAsEHealth Steering Committee;
- Program implementation
 - Responsibility for delivery of eHealth projects and initiatives within their respective Divisions is vested with the respective eHealth program officers through the TAsEHealth Reference Group; and
- Program support
 - The program is supported by a dedicated eHealth program team within the SBO. This team supports the work of the Divisions and provides formal linkages into the state eHealth and national planning mechanisms.



Policy Group

Function of the Policy Group

The Policy Group is responsible for determining the eHealth policy for the General Practice Tasmania network.

Role of the Policy Group

The role of the Policy Group is to:

- Determine eHealth policy for the network;
- Determine a consolidated position for general practice and the divisions in relation to the local/state/national eHealth agenda and initiatives; and
- Receive advice from the Steering Committee in relation to and eHealth policy.

Membership

The Policy Group is comprised of:

- The Chairs of GP Tasmania and the member divisions
- The Executive Officers of GP Tasmania and the member divisions.

The Steering Committee

Function of the Steering Committee

The Steering Committee is responsible for the operational management of the TAsEHealth Program.

Role of the Steering Committee

The role of the Steering Committee is to:

- Oversee the progress of the program activities including budget, resources, scope, risks and progress of deliverables;
- Monitor the progress of the implementation of the program, projects and initiatives to ensure there is appropriate consistency with the national strategies, including compliance with NEHTA developed standards;
- Receive advice from the Reference Group in relation to the implementation of eHealth projects and initiatives; and
- Advise the Policy Group in relation to eHealth issues and direction for the General Practice Tasmania network.

Membership

The IMEH Steering Committee is comprised of:

- The Executive Officers of GP Tasmania and its member divisions
- The Program Manager, Information Management and eHealth
- Other members as agreed by the Steering Committee

The Reference Group

Function of the Reference Group

The Reference Group coordinates the successful delivery of eHealth projects and initiatives within the Divisions and provides advice and support to ensure the overall program objectives are met.

Role of the Reference Group

The role of the Reference Group is to:

- Coordinate the implementation activities eHealth projects and initiatives within the Divisions;
- Advise the Steering Committee, on the implementation, business operation, impacts and evaluation of program;
- Disseminate information about the eHealth program to member's respective constituents and networks;
- Provide linkages with relevant bodies undertaking work on EHealth at the regional level;
- Maintain close working relationships with any smaller advisory groups established to provide advice on specific areas of work; and
- Support the work of the broader program objectives in Tasmania; and
- Advise on the broader communication and engagement strategies for general practice.

Membership

The IMEH Implementation Group is comprised:

- GP Tasmania
 - Program Manager, Information Management and eHealth
 - Program Officer, eHealth Support
- Member Divisions
 - IM Officer
 - eHealth Program Officer

Program Team

Function of the Program Team

The primary function aim of the program is to implement the DoHA eHealth Support Officers Program (eHSOP) within the context of the TAsEHealth Program framework.

The focus of both programs is on assisting the Division network to deliver programs to General Practices that are supported by best practice information management solutions.

The Program Team will incorporate eHealth elements into Divisions and General Practices core business by continuing to develop expertise at all levels within the SBO and Divisions to act as champions, effectively encouraging and supporting General Practices and General Practitioners to adopt best practice eHealth tools and systems.

Role of the Program Team

The role of the program team is to:

- Assist Divisions to achieve improved Divisional Information Management capacity.
- Assist Divisions to achieve increased health care professionals eHealth uptake and capacity.
- Assist Divisions to achieve improved clinical data quality in general practice.
- Assist Divisions to achieve increased sharing of quality clinical data by general practice.
- Assist Divisions to achieve improved communications between General Practices, Non GP Specialists, Allied Health professional and Health Care Facilities via secure messaging tools.
- Support of eHealth related activities both nationally and locally.

Membership

The Program Team comprises:

- Richard Wylie, Program Manager - Information Management and eHealth (1.0 FTE)
- Phil Evans, eHealth Program Officer (1.0 FTE)
- Karen Paterson, IM Program Officer (0.5 FTE)

Attachment A: General Practice Tasmania Organisation Chart

