

## **Harnessing data to enhance health literacy and chronic disease self-management: A collaborative partnership between Healthily and PenCS**

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Healthily is an Australian health-tech company specialising in patient education. Healthily's **GoShare** platform is an intuitive online tool for health practitioners to customise and send tailored health information and other relevant resources to consumers by email or SMS as part of their routine workflow.



Pen CS serves a portfolio of integrated population health solutions and clinical decision support that identify and address rising risks to help reduce costs, improve patient outcomes and increase provider satisfaction.

# Integration - data-driven health education



**GoShare  
Healthcare**



Provide information to  
patients at the point of care



Supports the General Practice  
team to drive data-driven quality  
improvement in the practice

Right time, right place from a trusted source.

# What is GoShare Healthcare?



# Improving health literacy

## **RACGP 5<sup>th</sup> Edition Standards**

Health practitioners have a duty of care to provide information that the patient can understand, and is tailored to their individual needs.

Demonstrate that the Practice is engaging in preventative healthcare.

## **Quality Improvement**

Health education received at the right time and the right place is an important step in improving patient health literacy and better chronic disease management.

## **NSQHS Standards (Second Edition)**

Information is provided in a way that meets the needs of patients, carers, families and consumers

Information provided is easy to understand and use.

# Our goal

Our goal is to make the provision of **credible health resources**:

- Efficient: integrated with the GP work flow
- Personalised: customised to individual patient needs
- Relevant: to health literacy levels and preferred learning styles
- Scalable: able to support preventive health priorities



CAT Plus: a patient to population  
**Quality Improvement** platform for  
Population Health Management



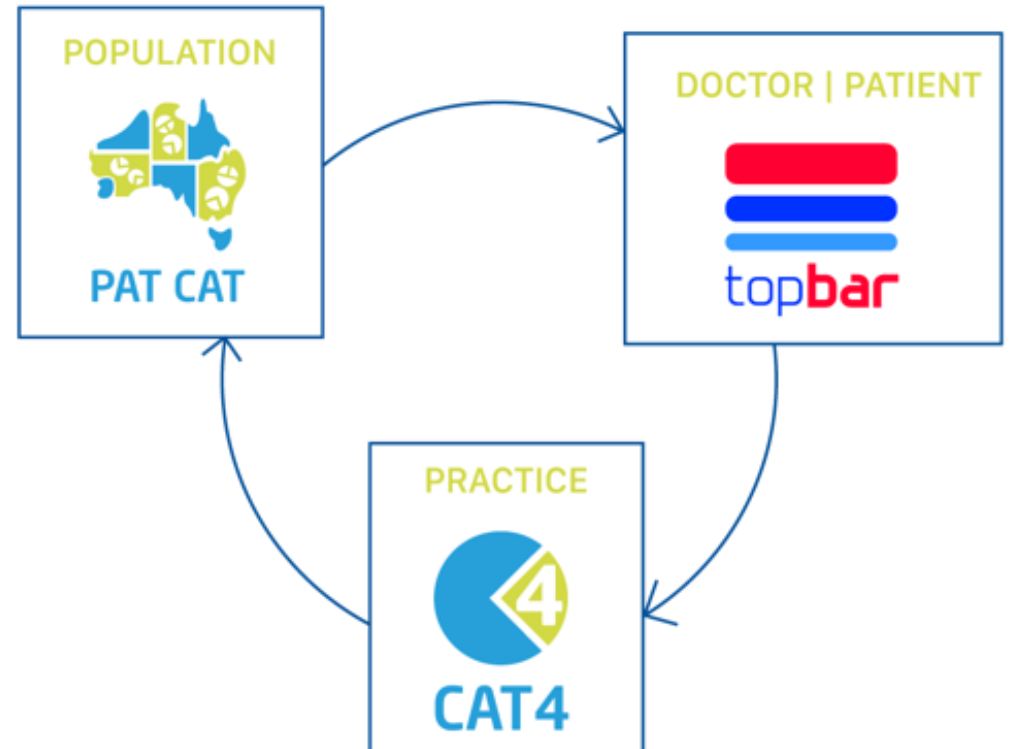
# About Pen CS

- Founded in 1993, Australian owned company
- 21,000,000 million patient records per month
- 5,700 General Practices Australia-wide
- 45,000 unique users including Doctors, Practice Managers, Practice Nurse, Receptionists and other staff
- 28 Primary Health Networks
- Maps over 10 clinical information systems for population health analysis and reporting



# Pen CS CAT Plus Ecosystem

- Population to patient management platform
- Standardised Quality Improvement
- Data-driven improvement
- Clinical Decision Support
- Health Education
- Better Patient Outcomes
- Increased provider satisfaction



# GoShare CAT4 Integration

The screenshot displays the 'Pen CS CAT4 - Daily CAT' software interface. A 'Patient Reidentification' window is open, showing a 'Reidentify Report [patient count = 71]' for the 'Whole Population'. The report includes a table with columns: ID, Surname, First Name, Known As, Sex, D.O.B (Age), Address, City, and Postcode. The table lists five patients with their respective details. Below the table are icons for 'Refine Selection', 'Add/Withdraw Patient Consent', 'GoShare Healthcare', 'SMS Recall', 'Voicemail Recall', and 'Topbar Prompt'. The background shows a 'Population Pyramid' chart with 'Age (Years)' on the y-axis and 'Number of Patients' on the x-axis. The Windows taskbar at the bottom shows the time as 6:41 PM on 4/06/2019.

ID	Surname	First Name	Known As	Sex	D.O.B (Age)	Address	City	Postcode
54	Accept	Four	Four	M	10/10/1984 (34)	120 Main Street	Sydney	2000
53	Accept	Three	Three	M	12/06/1985 (33)	Street	Sydney	2000
52	Accept	Two	Two	F	10/09/1989 (29)	Street	Sydney	2000
51	Accept	One	One	M	20/10/1992 (26)	Street	Sydney	2000
63	Allen	Janella	Janella	F	17/05/1997	"The Manor", 896 Danni Ave	Chichester	6751


- Data-driven
- GoShare education bundles matched to patient list
- Preventive health education


# GoShare education bundles - matched to patient list


Patient Reidentification


Count = 557]
Find | Next


First Name	Known As	Sex	D.O.B (Age)	Address	City	Postcode
Maia	Aaaa	F	03/02/1949 (70)	11 As, Rd, Second Line	Parramatta	2150
Max	Accc	F	03/02/1937 (82)	77 Accc Street	Parramatta	2150
Mad	Addd	M	04/02/1936 (83)	78 Addd Street	Parramatta	2150
Maf	Afff	M	04/02/1934 (85)	80 Afff Street	Parramatta	2150
Mig	Aggg	F	26/01/1969	45 Aggg Street	Parramatta	2150


  
 HCH Enrollment

  
 GoShare Healthcare

  
 SMS Recall

  
 Voicemail Recall

  
 Topbar Prompt


GoShare Healthcare

**Bundle Selection:**

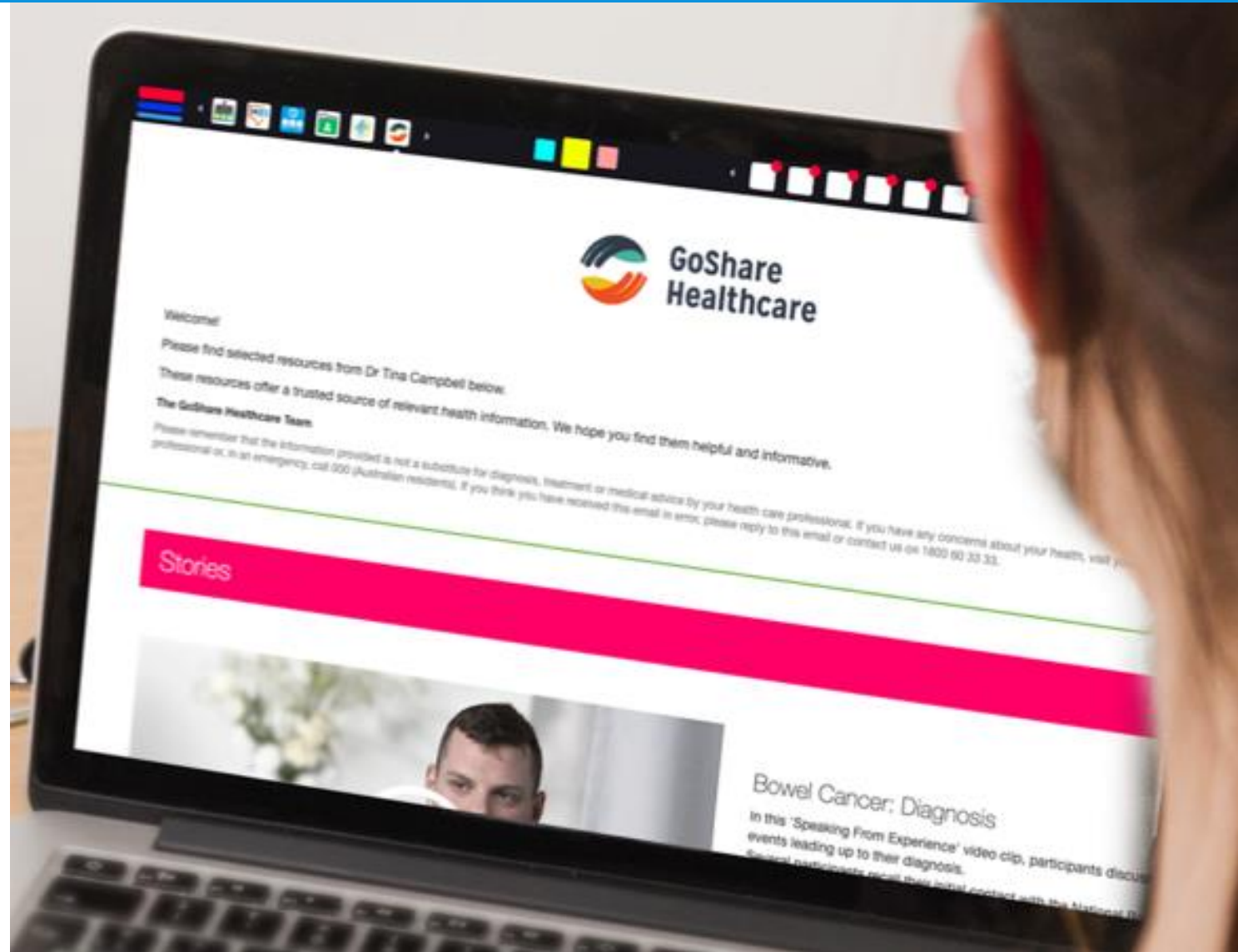
**SMS Text:**  
  
 To opt-out reply STOP  
 Characters Remaining: 115

**Inclusion Criteria:**

- Remove patients who have opted out of receiving SMS
- Include opt-out message at the end of the SMS message

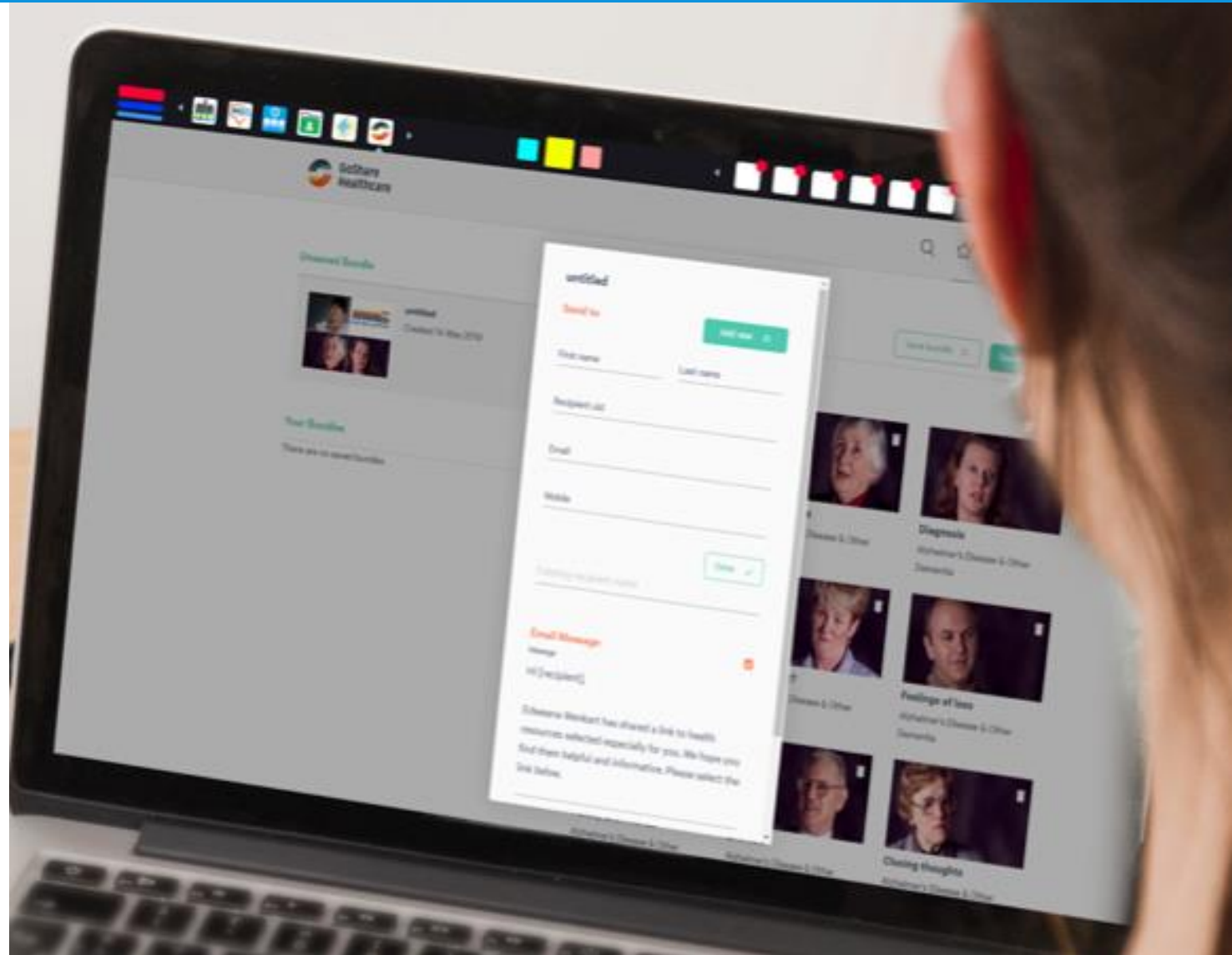
# GoShare Topbar App

- Clinician-driven
- For the doctor during consultation
- Health resources matched to the presenting patient
- Self-management support



# GoShare Topbar App - Patient consent

Patient consent given to doctor during consultation



## Example GoShare/CAT 4 integration use cases

The tailored health resources will be sent to the groups of patients by SMS. For example:

- **Cancer screening participation:** Patients who are about to turn 50 years could be sent information about the National Bowel Cancer Screening Program (patient story, animation on how to use the kit and fact sheet) aiming to increase participation
- **Immunisation uptake:** Before flu season, consumers over 65 with 2+ chronic conditions (or other risk factors) could receive health information about flu immunisation.
- **Targeted healthy lifestyle communication:** Consumers with BMI over 25 and are pre-diabetic could receive the healthy lifestyle digital program (multiple content bundles sent over time)

For more information

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