



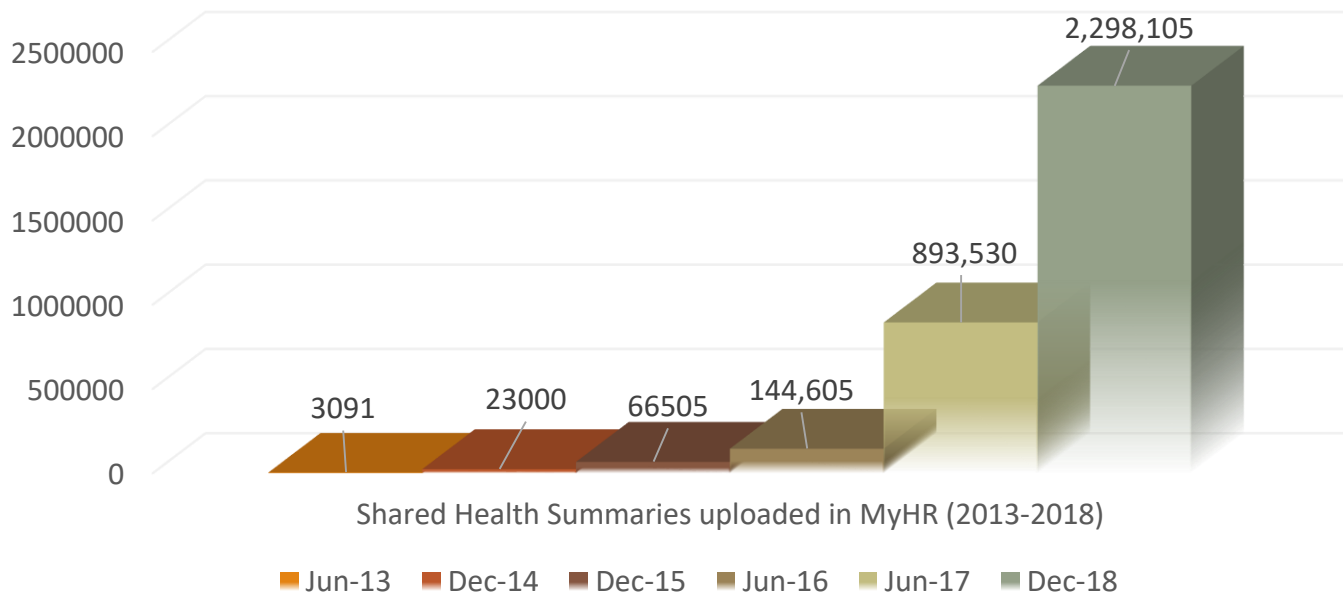
The MyHealthRecord Impacts On Patient Workflow in General Practices

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Introduction

1. PCEHR/MyHR been live for more than five years

- with over \$1billion investment
- experienced slow progress in adoption
- now have 9 out of 10 Medicare patients registered



Introduction

2. GPs are the most consulted health services...

	2009	2010-11	2011-12	2012-13	2013-14	2014-15	2015-16	2016-17	2017-18
Proportion of Persons (%)									
Saw a general practitioner	80.8	81.6	80.9	81.1	82.2	82.9	81.9	82.5	84.3
Saw GP for urgent medical care	na	na	na	na	9.9	9.8	8.5	9.3	9.3
Saw an after-hours general practitioner	na	na	na	na	8.1	8.7	8	8.4	8.5
Received a prescription for medication(a)	na	68.9	68	67.9	68.9	70.6	68.5	68.3	69.7
Saw a dental professional	na	49.4	48.6	49.4	49.7	48.9	48.2	48.1	50.1
Saw a medical specialist	na	na	na	na	36.2	38	36.4	36	37.4
Had a pathology test(b)	na	na	na	na	53.4	55.6	55.5	55.3	57.3
Had an imaging test(c)	na	na	na	na	37.4	38.3	37.5	37.8	39
Admitted to hospital	13.2	12.8	12.8	12.9	12.8	13.5	12.7	12.6	12.5
Visited hospital emergency department	13.2	13.6	13.7	13.6	14.3	14.6	13.5	13.8	14.3
Saw three or more health professionals for the same condition	na	na	na	16.3	16.1	17.7	16.3	16.7	17

Experience of health services in the last 12 months and comparison with past years, persons 15 years and over (ABS, 2018)

Introduction

2. On average people are seeing their GPs more now as compare to 10 years ago..

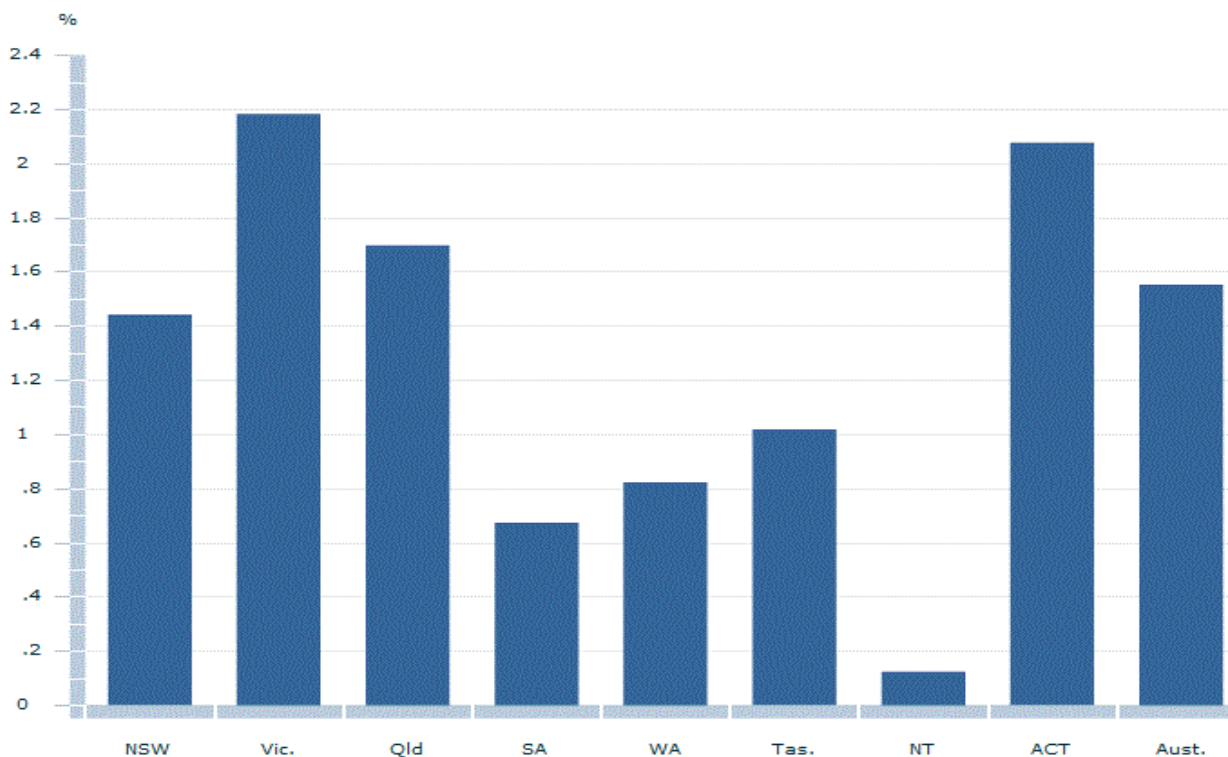
Primary care services	Total number of services (million)	Average number of services per person	Change over 10 years
GP	148	6	18%
Allied Health	71	3	43%
Dental	46	2	No trend data



Use of primary healthcare services in 2016–2017 (AIHW, 2018)

Introduction

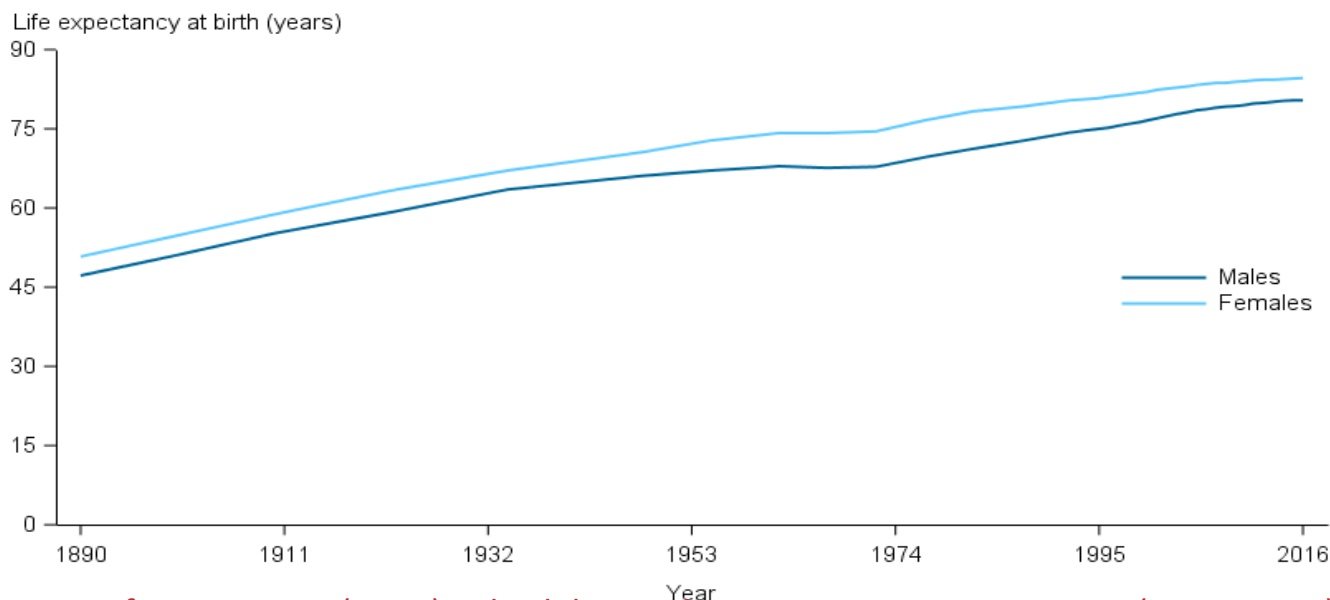
3. Population trends....Our population is growing



Population Growth rate (ABS, 2018)

Introduction

3. Population trends.... we are living longer..



Life expectancy (years) at birth by gender, 1881–1890 to 2014–2016 (AIHW, 2016)

Does that meanmore GP visits, more workload and need of better way to manage patient care?

Introduction

4. MyHealthRecord and General practices

- GPs are the main contributors of health summaries
- Digital disruption in their patient workflow
- Considered culturally complex for any change management (Willis et al., 2014)
- Out of 85% of signed-up general practice, only 16% participating in MyHR (DOH, 2015)

Introduction

- Why ?
- Systematic literature review (past five years papers published in 10 journal databases) conducted but no answer !
- May be MyHR tasks are too complex ?
- Or may be it takes too long?

Method

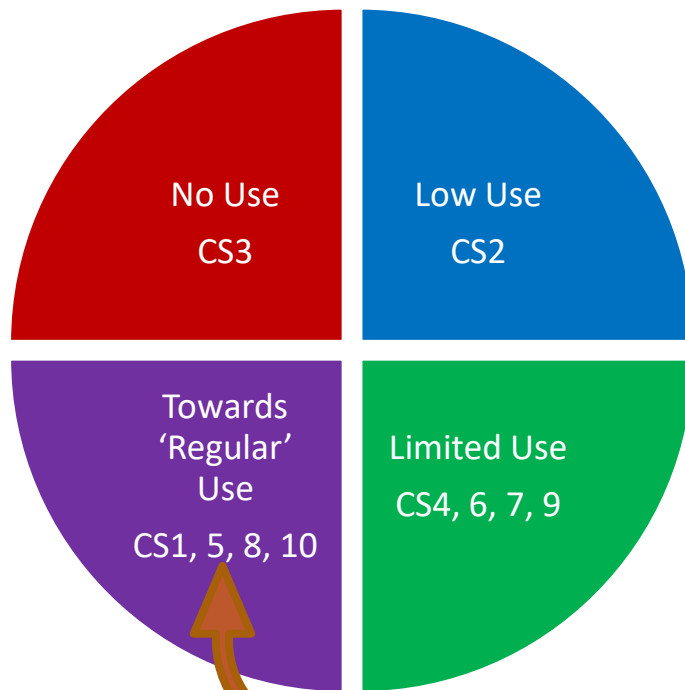
- Qualitative Case Study research design
 - Survey, Interviews and Observations
- Surveys findings from wide range of general practice users (271) were presented last year in the *7th International Conference on Health Information Science (HIS 2018)*.
- This presentation brings results of interviews and observations.
 - 10 general practices based in Victoria involved, engaging GPs, practice administration, nurses and patients.
 - 20 observations of SHS uploads during GP/patient consultation

Findings

- Some general findings about participant clinics (2017)
 - Small-to-medium size service-based, mixed private/corporate ownership, busy and complex organizations with limited resources
 - Similar patient workflow with clinical information system, MD / BP
 - Implemented PCEHR using ePIP during 2013-15, but commenced using MyHR after PIP 2016 policy change
 - Causing digital disruption with effort expectancy believed to be higher than performance

Findings

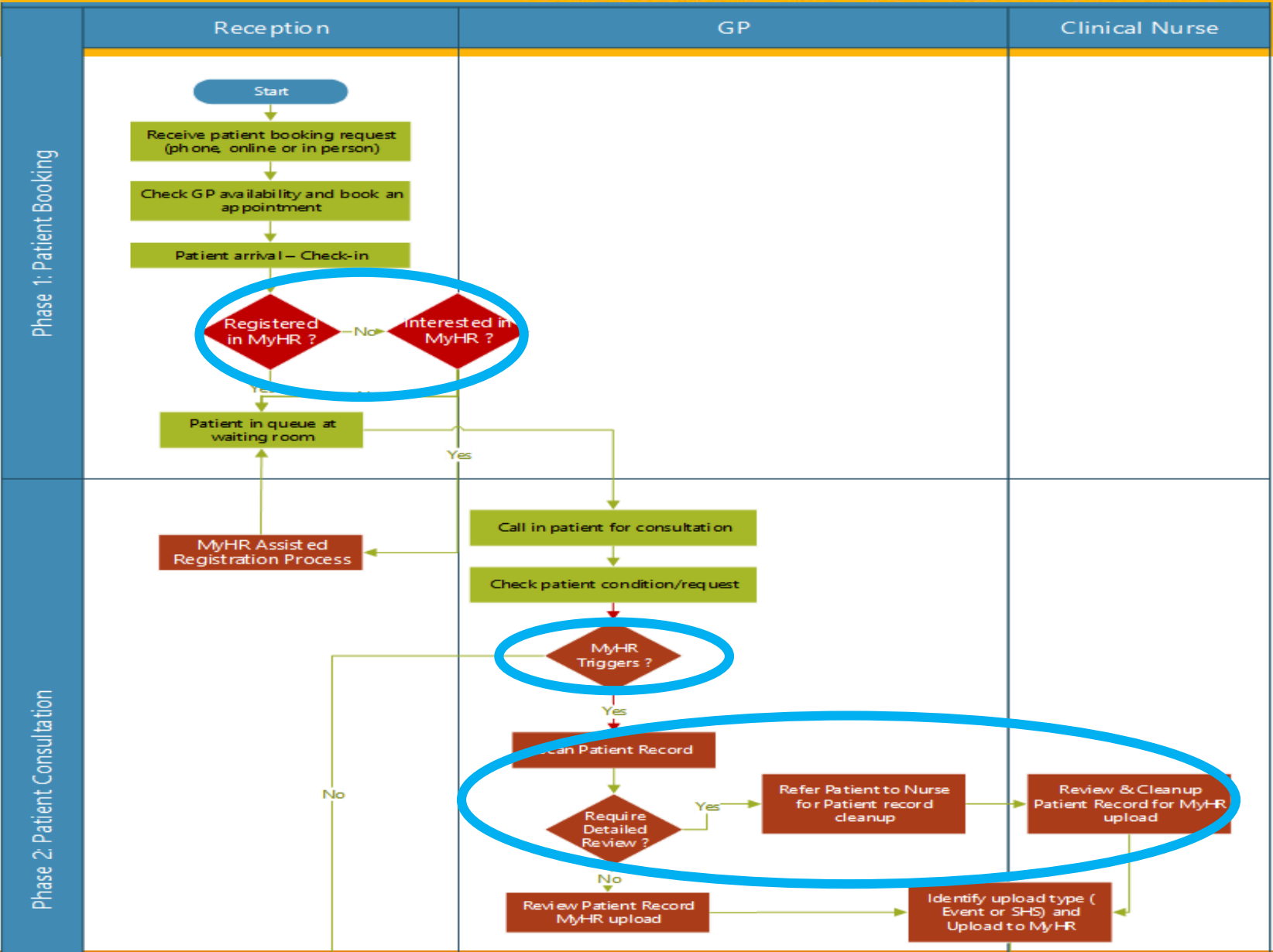
- MyHR adoption status in participant case studies (CS)



- MyHR Integration approaches

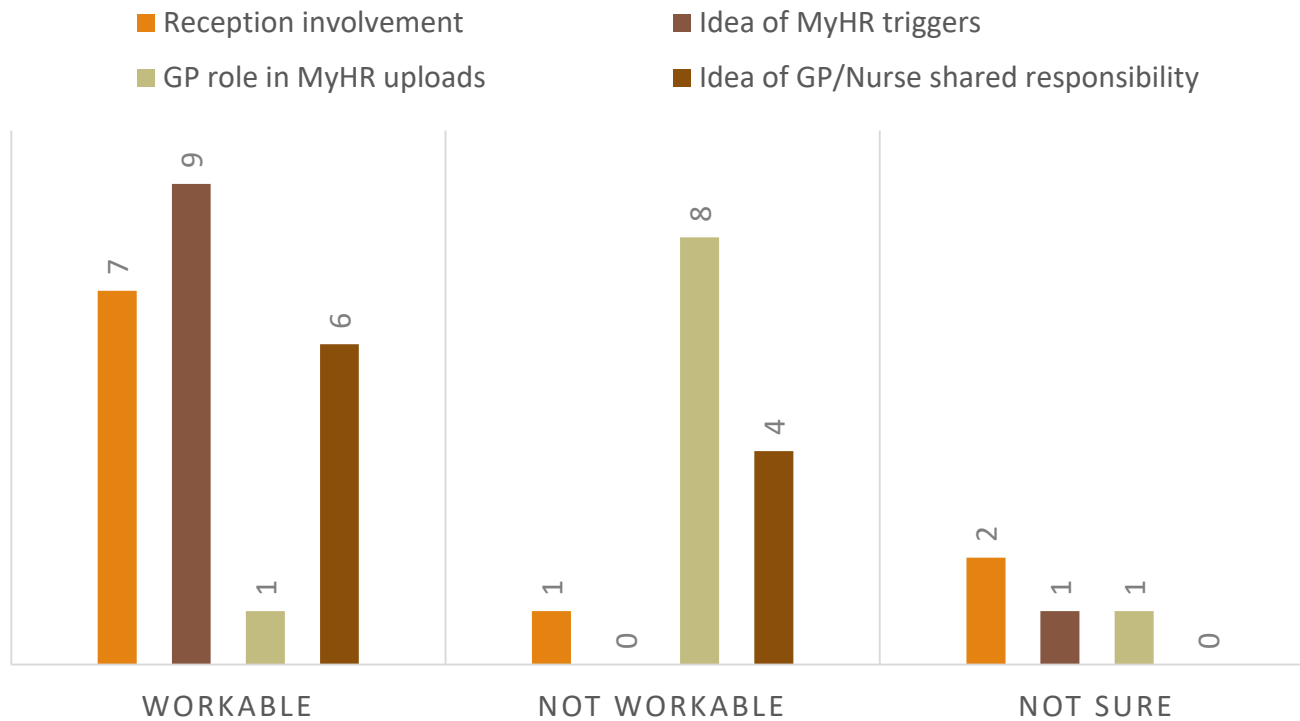
- GP
- Administration ↔ GP
- Administration ↔ nurses
- Administration ↔ GP ↔ nurses





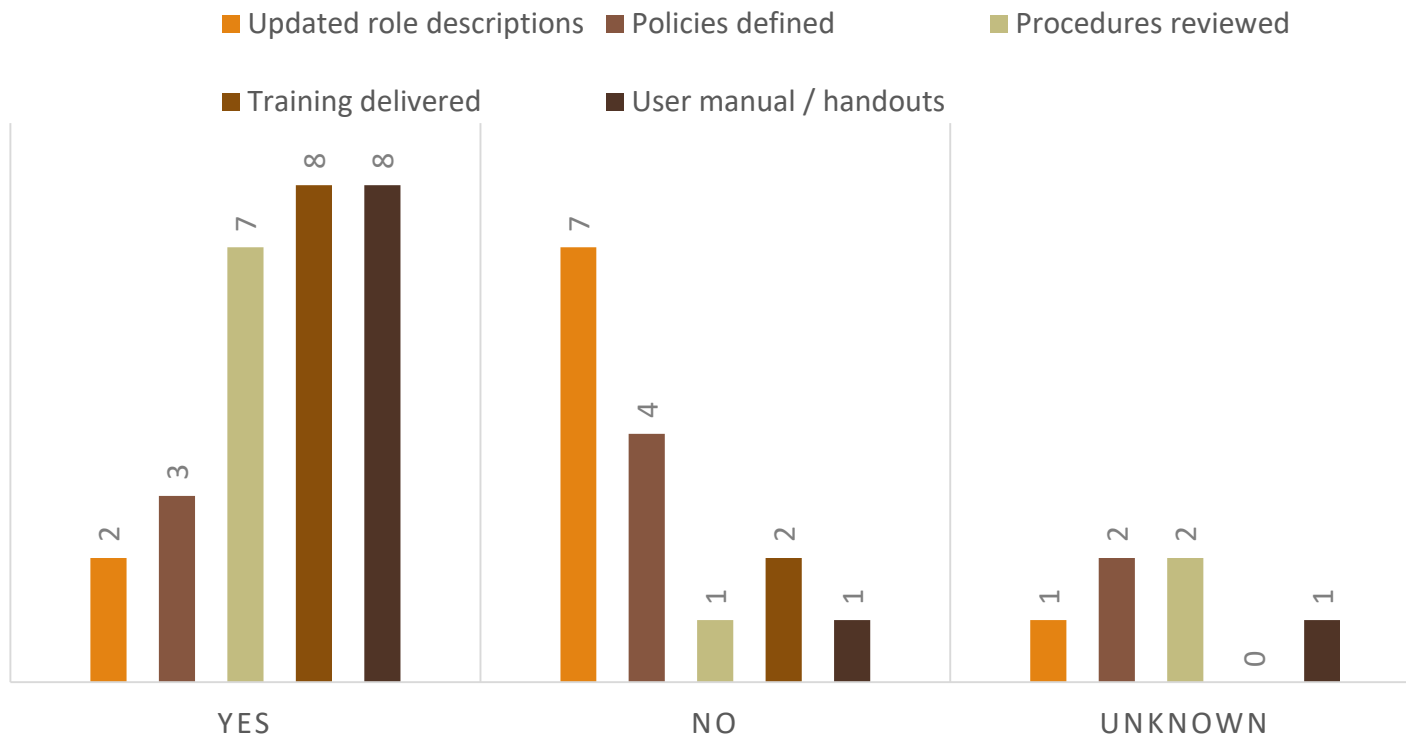
Findings

- Patient workflow review (Interviews)



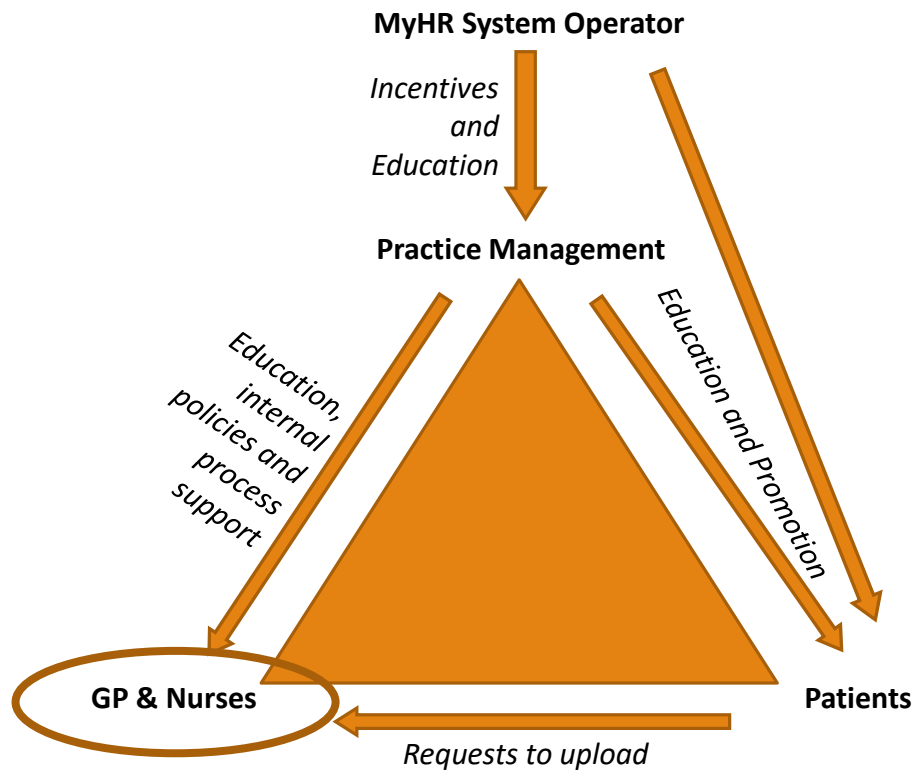
Findings

- Training, Policies, Procedures, Roles and Manuals Updates (Interviews)



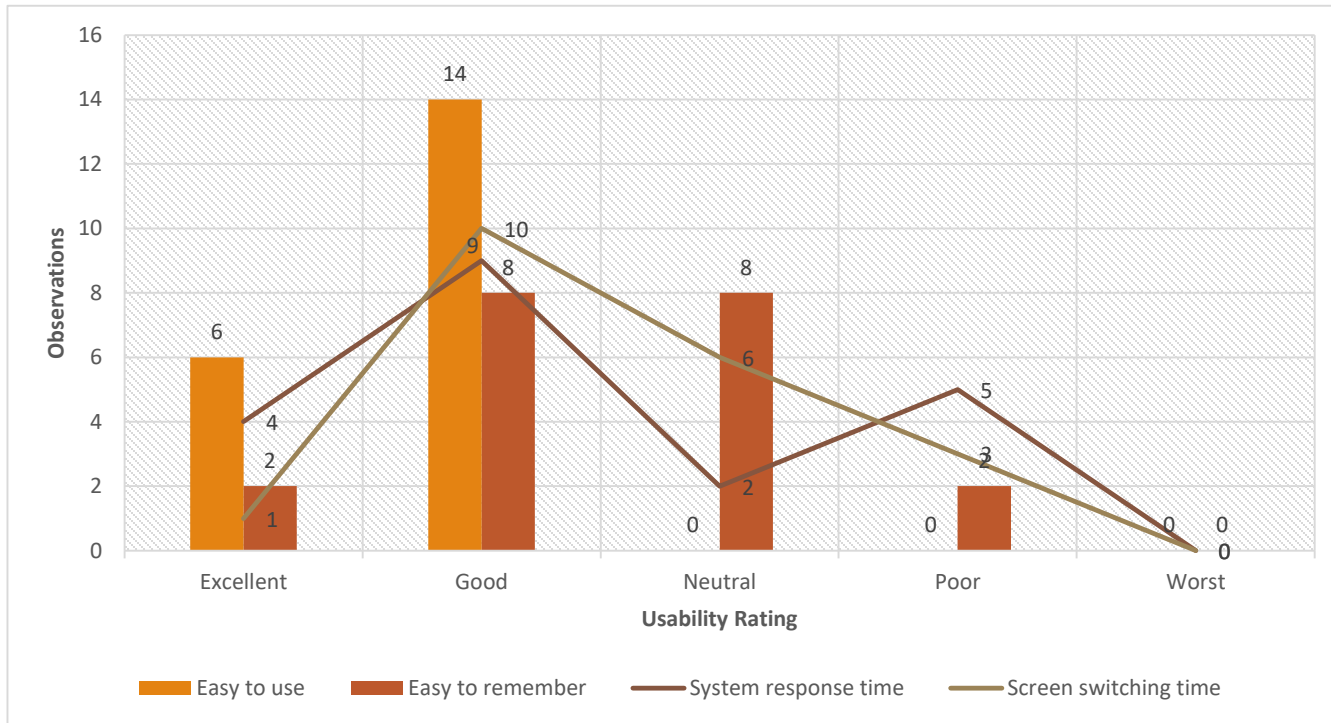
Findings

- Users Engagement Improvement (Interviews)



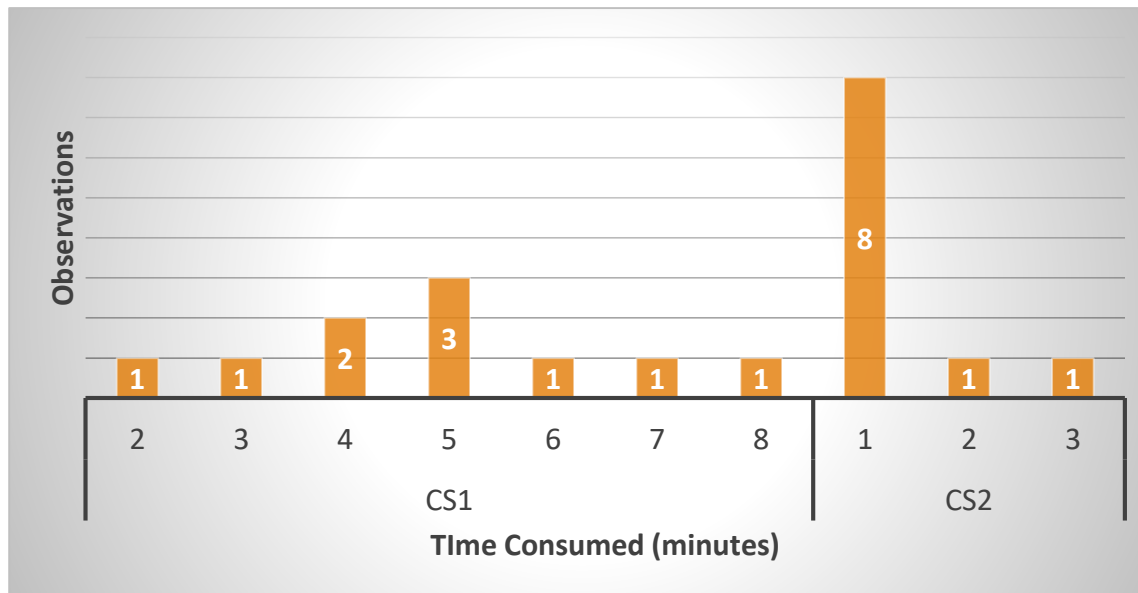
Findings

- GPs/Patients experience with MyHR Interaction (Observations)



Findings

- MyHR Upload process and time consumed (Observations)

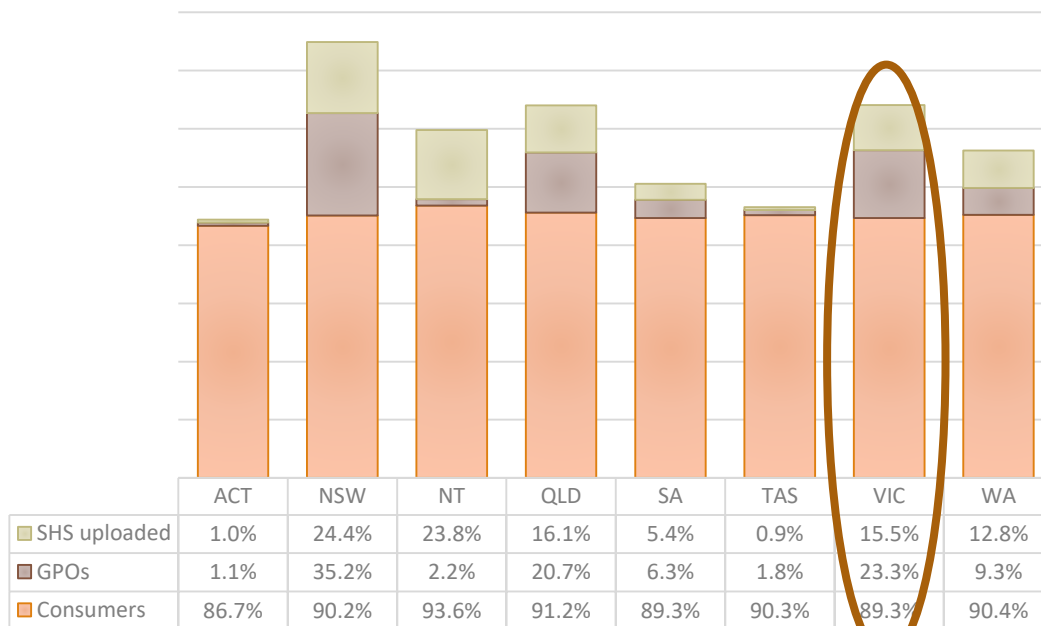


Conclusion

- It is the present vague / adhoc procedures, resulting in MyHR time-consuming views and limited adoption just to satisfy funding criteria.
- But even in this situation of limited adoption, benefits of information accessibility were noted ...
- More attention is needed towards structured approaches of organisational change management and users engagement approach for this and any DH solution implementation in these organisations....

Limitations

- Research limited to the state of Victoria
 - Pragmatic consideration of time and resources
 - Victoria is 1 of the 4 major contributors of health summaries
 - 89.3% of consumers and 23% of general practices participation



May 2019 Statistics

THANK YOU.....



DO YOU HAVE ANY QUESTIONS ?

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