

# Interoperability: the inside story, when a CIO gets sick

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# Health care organisations process a huge amount of data everyday

The full **value** of digital health will only be realised once health information systems are connected and able to be easily accessed, shared and utilised by clinicians

**Interoperability** ensures different IT systems can communicate and share information with each other

Systems **NEED** to communicate and exchange data accurately, effectively and consistently

# Interoperability is...

Providing better access to

The right information

@ the right time

In the right place

# Interoperability

components

Identity management  
Authentication and authorisation  
Messaging standards  
Provider and service directory  
Privacy  
Security

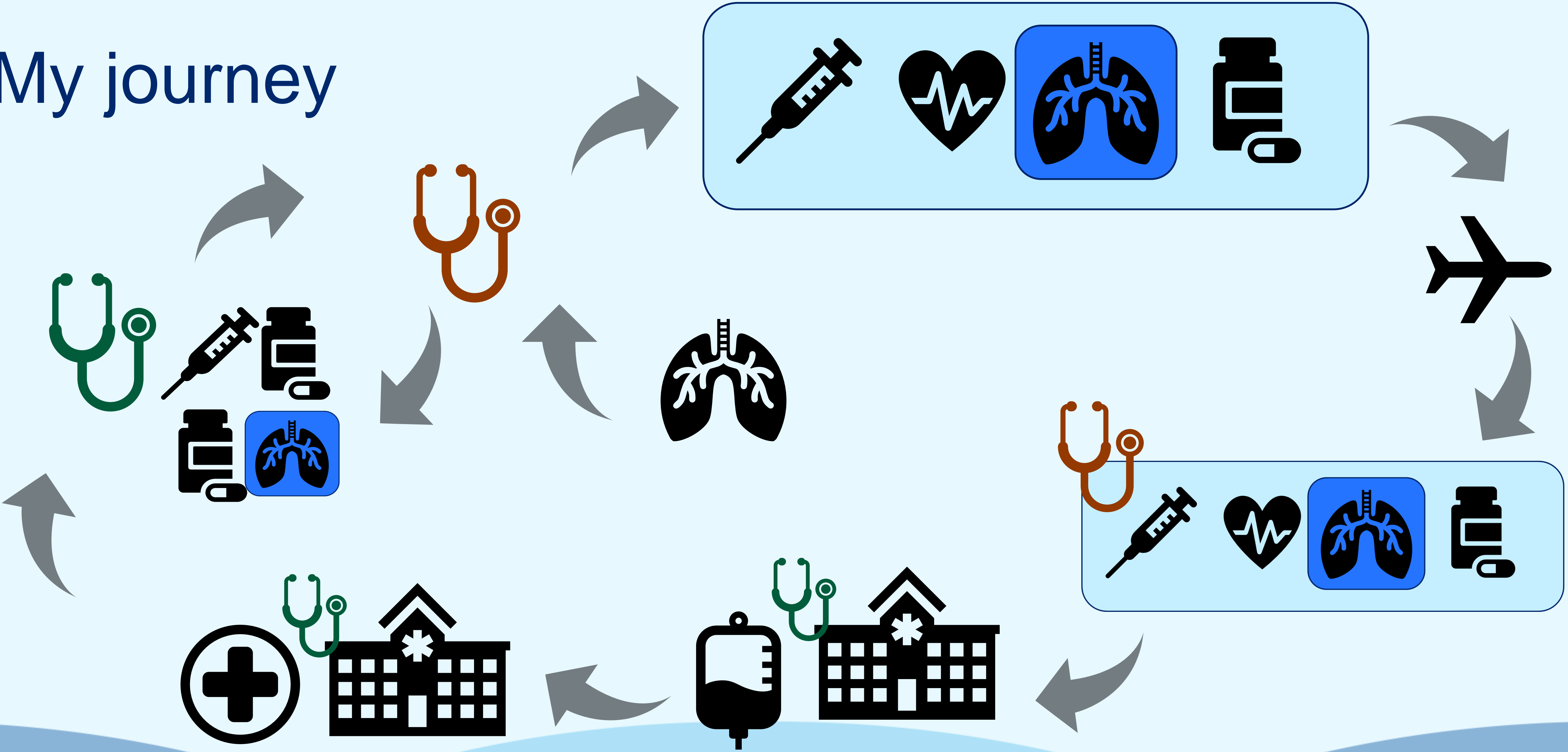
Vision and leadership  
Regulation and policy  
Trust in information  
Adoption  
Data quality

environment

# Interoperability

How it is working for consumers?

# My journey



# Health IT view





# My new view



# Results by type of information

Type of information	Scorecard findings	Score
GP summary	– Gather of information – from all sources electronically	5
Specialist event summary	– Fax / sent by snail mail – Infrequent – pull not push	0
Hospital discharge summary	– Uploaded to MyHealthRecord – Not timely	5
Pathology results	– Seamless transfer to GP & Specialist – Variable upload to MyHealthRecord	8
Radiology results	– Variable amongst providers – Patient portal for images & report – 1 provider – Other provider - “films” still being given out to patient	10 0
Medications (prescribed)	– Variable upload to MyHealthRecord	5

# Revelations and challenges

The People

Consumer voice

Use smarter ways to  
provide info:  
Patient Portals

Move the data

#ditchthefax

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