



FINAL REPORT

Digital Health Case Study / Workflow / Integration 2022

*Please note: this report will be published on the RACP website,
so please do not include confidential information.*

Name	Samantha Ennis
Report Date	1/5/2022
Report Title	Practising during the pandemic

<p>Lay Summary:</p> <p>Please provide a brief, plain English summary of your Case Study / Workflow or Integration example.</p>	<p>The COVID pandemic has catapulted the use of technology in the delivery of healthcare to the forefront. Telehealth appointments have become an acceptable platform to conduct medical appointments, assisting patients in achieving equitable access to health care. Working in a quaternary care centre, caring for patients post organ transplantation, the digital platform has allowed regular and comprehensive care to continue to be delivered throughout the pandemic. In an attempt to alleviate some of the burden on an overwhelmed health care system, routine investigations are now more frequently performed outside of the hospital setting. The use of the MyHealth platform has allowed physicians to access relevant investigations taken outside the hospital setting. An example is a transplant patient residing in a rural location. Prior to their transplant appointment, it is routine to have bloods and immunosuppression levels taken. Instead of being taken at the hospital at the time of their face to face appointment, routine bloods and immunosuppression levels were completed at a local pathology firm. At the time of the appointment, these results were able to be viewed and actioned as they would be routinely via the My Health Record application, by accessing the pathology function. During the appointment, this therefore allows the titration of medication, based on pathology results.</p>
<p>Case Study/Workflow/Integration Objective:</p> <p>Please state the objective of this example and why you focussed on it.</p>	<ul style="list-style-type: none">- To demonstrate how the My Health Record supports clinicians using the electronic platform to deliver care.- This objective was selected to demonstrate how the MyHealth record serves as a comprehensive digital platform that can be used to access results to deliver timely specialised and equitable care to patients in rural locations.

<p>Benefits & Considerations:</p> <p>Please outline the benefits and considerations in the use of My Health Record and/or related digital health initiatives in this example.</p>	<p>This example demonstrates</p> <ul style="list-style-type: none"> - how the MyHealth record serves as a centralised platform for the storage of information and can be used to access up to date patient results sentinel to the formulation of individualised health plans - How the My Health record supports clinicians using the digital platform (i.e. telehealth) to deliver patient care - How the My Health Record has the ability to support the digital delivery of health care
<p>Additional Advice and Comments:</p> <p>Please list any items of interest which have arisen as a result of documenting this particular example.</p>	
<p>Acknowledgements</p>	

Award Recipient Signature:

I certify that the information supplied in this report is true and correct. I consent to enquiries made by the Royal Australasian College of Physicians to verify this information with any institution or individual.

Signature: S Ennis

Please submit completed and signed report to:
RACP/ADHA Digital Health Scholarship
engage@racp.edu.au



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Name	Samantha Ennis
Report Date	1/5/2022
Report Title	Promoting continuity of care

<p>Lay Summary:</p> <p>Please provide a brief, plain English summary of your Case Study / Workflow or Integration example.</p>	<p>Working in a quaternary transplant centre, patients are referred from a wide geographical catchment which encompasses a vast array of health services. The majority of patients assessed are medically complex with frequent admissions to hospital. At the time of referral for consideration of transplantation, a detailed health summary is provided by the referring physician. However as the transplant assessment process is extensive and occurs over a period of time, it is salient to be able to follow the patient's medical journey and access relevant and up to date health records as they become available.</p> <p>An example of the digital platform improving practice is in the Pre Assessment Transplant Clinic, where patients being considered and waitlisted for organ transplantation are reviewed. During the consultation, recent hospital admissions are discussed and it is imperative to be able to access discharge summaries in an efficient manner, in order to be able to identify new diagnosis, review investigations, reconcile medications and address and enact the follow up plan that was documented in the summary within the consultation. This was the case during a recent consultation, where a peripheral hospital admission led to the diagnosis of a new pulmonary embolism, with the patient commencing on anti-coagulation. In addition, the extensive array of investigations which were also undertaken were concisely documented. Access to this discharge summary and information it pertained, using the My Health Record tab available on EMR, facilitated timely access to these documents, ensuring in the pre transplant setting the transplant team were privy to all the medical issues that arose and were addressed during the recent admission, and therefore overall promoted continuity of care.</p>
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<p>Case Study/Workflow/Integration Objective:</p> <p>Please state the objective of this example and why you focussed on it.</p>	<ul style="list-style-type: none"> - To demonstrate the utility of My Health Record in promoting integration of care across health networks. - This example was selected to highlight efficient and effective ways of information sharing across health networks. Showcasing features of the My Health Record is vital as information deficits can contribute to adverse outcomes including re-hospitalisations
<p>Benefits & Considerations:</p> <p>Please outline the benefits and considerations in the use of My Health Record and/or related digital health initiatives in this example.</p>	<ul style="list-style-type: none"> - Real time access to important health documents relevant to the patient's ongoing care. - Promotes integrated care across health networks, enhancing a clinician's ability to be able to make an informed decision, minimise errors and reduce duplication. - Promotes the opportunity to share discharge summaries with the broader multidisciplinary team such as allied health staff
<p>Additional Advice and Comments:</p> <p>Please list any items of interest which have arisen as a result of documenting this particular example.</p>	
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Name	Samantha Ennis
Report Date	15/05/2022
Report Title	Integrating health care

<p>Lay Summary:</p> <p>Please provide a brief, plain English summary of your Case Study / Workflow or Integration example.</p>	<p>The following workflow demonstrates the successful integration of health care of a medically complex patient under a quaternary health care service during the COVID-19 pandemic</p> <p style="text-align: center;">Quaternary managed immunosuppressed patient presents to GP with skin lesion</p> <p style="text-align: center;">↓</p> <p style="text-align: center;">General practitioner liaises with specialty team</p> <p style="text-align: center;">↓</p> <p style="text-align: center;">Punch biopsy performed by GP</p> <p style="text-align: center;">↓</p> <p style="text-align: center;">Histopathology results available on MyHealth Record</p> <p style="text-align: center;">↓</p> <p style="text-align: center;">Results reviewed by Specialty Team</p> <p style="text-align: center;">↓</p> <p style="text-align: center;">Timely intra-hospital referrals made to relevant teams with an EMR entry of how to access pathology results</p> <p style="text-align: center;">↓</p> <p style="text-align: center;">Patient seen by relevant specialists via Telehealth health who have access to histopathology results</p> <p style="text-align: center;">↓</p> <p style="text-align: center;">Management plan devised and implemented</p>
<p>Case Study/Workflow/Integration Objective:</p> <p>Please state the objective of this example and why you focussed on it.</p>	<p>Integrated health systems aim to improve access, quality and continuity of care, especially for patients with complex comorbidities. A frequently identified barrier to successful integrated health care models has been timely access to shared records amongst care providers. This report demonstrates how the My Health Record can be implemented to facilitate and promote integrated health care models.</p>

<p>Benefits & Considerations:</p> <p>Please outline the benefits and considerations in the use of My Health Record and/or related digital health initiatives in this example.</p>	<ul style="list-style-type: none"> • Facilitates timely patient care – biopsy was performed without delay, which expedited referrals and ultimate treatment plan • Burden on patient minimised by facilitating timely investigations close to home – minimising travel times and costs involved • Facilitating investigations in primary health care centre takes burden off hospital outpatient services.
<p>Additional Advice and Comments:</p> <p>Please list any items of interest which have arisen as a result of documenting this particular example.</p>	
<p>Acknowledgements</p>	

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