



Australian Divisions of **General Practice**

Consultation Plan

Divisions Network Information Management Project (DNIMP) Phase 1 – Planning Study

August 2006

Promoting community health and wellbeing through Divisions of General Practice and primary health care teams



Australian Divisions of **General Practice**

ADGP is the largest representative voices for general practice in Australia. It is the peak national body of the divisions of general practice, comprising 118 divisions across Australia, as well as the eight state-based organisations. Approximately 95 percent of GPs are members of local divisions of general practice.

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Introduction

This consultation plan for the Divisions Network Information Management Project (DNIMP) Phase 1 – Planning Study (Phase 1 Project) identifies stakeholders for consultation, methods of consultation, and timelines for the consultation process.

This consultation plan has been developed to communicate to stakeholders the anticipated approach to the DNIMP and seek their views. It is expected that this plan will be dynamic and change over time. ADGP will continue to seek the most effective way to consult with stakeholders to minimise their inconvenience and maximise the exchange of essential information.

Objectives

The key objective of this consultation plan is to ensure that effective two way consultation takes place with the people and organisations that have an interest in the DNIMP and its outcomes. This consultation plan identifies with whom, by what process and how frequently consultation will take place including how issues will be identified and managed.

This consultation plan sets up the process to identify the business requirements of the divisions network for the proposed system. This will enable the information management priorities for the DNIMP for the divisions network to be determined. The consultation process with the divisions network will address issues such as:

- What value will the system add to general practitioners (GPs) and divisions in return for their participation?
- What is the best way of collecting the national performance indicators for reporting to divisions, state based organisations (SBOs), ADGP and the government?
- What is the best way of making the collected data available to all interested parties? eg, a centralised repository, local databases, etc
- What information do GPs and divisions want to receive back from the system? If they want analysis and interpretation of the data, who do they want to undertake this and how?
- What are the security, privacy and consent issues relating to sending, aggregation and use of the data and how are they to be managed?
- What existing data extraction and aggregation tools are in the divisions and what use can be made of them for this proposed system?

Consultation on these issues will ensure the following objectives are met:

- Scope of requirements for the technical solution to meet broader stakeholder needs including the services it will provide
- Scope of requirements for data extraction and aggregation methodology to meet broader stakeholder needs and how this aligns with tools already provided by some divisions of general practice and other organisations
- Identification and analysis of alternative means of addressing these requirements
- Identification of issues affecting GPs and divisions as a result of the proposed DNIMP

Stakeholders

It is intended that engagement and consultation with the following stakeholders will occur for the Phase 1 Project:

- Cross-section of divisions of general practice in the divisions network
- SBOs in the divisions network
- Australian Government
 - Department of Health and Ageing, Primary Care Division, GP Divisions and Information Branch nominated representatives and their consultants
 - Department of Medicare Australia, Health eSignature Authority (HeSA) nominated representatives
- Vendors
- Others
 - National E-Health Transition Authority (NEHTA)
 - National Primary Care Collaboratives (NPCC)
 - Primary Health Care Research and Information Services (PHC RIS)
 - Medical Software Industry Association (MSIA)

The identification and involvement of additional stakeholders may occur as the consultation progresses. The detailed Consultation Plan can be found at Appendix A.

Consultation process

The stakeholder engagement strategy for the divisions network for the DNIMP consists of the following stages:

- development of a discussion paper describing the proposed system, what it proposes to achieve and possible benefits; and a communiqué in ADGP News on the consultation plan
- broad consultation (Round 1) with divisions network stakeholders on the functional requirements of the proposed system through divisional workshops or teleconferences hosted in each state
- focused consultation (Round 2) with divisions network working groups and the ADGP-SBO Coalition on the draft requirements documents
- communication of the final requirements specification documents to the divisions network

Stages 1 through 3 represent the most significant stages of the consultation in terms of developing and finalising the requirements specification documents for the proposed technical solution.

The divisions network consultation will include a minimum of 10% of divisions, several divisions who are not IM/IT leaders and also some front-line GP representation.

Other stakeholder consultations will occur either in parallel or following the divisions network consultation and will feed into the requirements specification documents including:

- Consultation on the interoperability framework approach with NEHTA

- Consultation on security and encryption technologies with HeSA and other vendors
- Consultation on potential implementation issues with divisions, SBOs, and ADGP
- Consultation on clinical software technology and services with vendors

Consultation may take the form of face-to-face meetings, divisional visits, teleconferences, survey instrument, focused workshops or distribution of documents for comment.

The Project Team consists of the ADGP Project Manager, ADGP Principal Adviser IM and eleven Regional Health Information Management Officers (RHIMOs).

Nominated ADGP consultants will participate in consultations (for example, focused workshops) in order to gain insight into information management issues and requirements for the divisions network.

Issues management

The Issues Register will detail all the issues during the life of the project, the action taken to address each issue and the subsequent results.

The Issues Register will provide a documented framework from which the status of issues can be reported and provide a mechanism for seeking and acting on feedback regarding project issues to encourage the involvement of the key stakeholders.

The Issues Register will be maintained throughout the project and updated regularly, as existing issues are closed, as a result of successful actions and new issues added as they are identified (see Appendix B).

The register includes:

- a unique number
- a description
- who raised the issue
- date reported
- the person or group who is responsible for resolution
- status, usually open or closed
- date resolved
- how resolved (for example, included as action in the project work plan and budget, documented in the *Risk Plan*, or closed)

ADGP's Project Manager will manage the Issues Register and provide updates on issues to the DNIMP Steering Committee at scheduled meetings. Issues can be directed to Jan McRobie, Project Manager National eHealth, at phone: 0434 676 845 or email: jmcrobie@adgp.com.au

All issues pertaining to the DNIMP will be documented from key stakeholders and may be received during stakeholder consultations, teleconferences (of RHIMOs, DNIMP Steering Committee and IM Sub-Committee of ADGP Board) and by others forms.

Appendix A

Consultation plan

TARGET GROUP	HOW	WHEN	BY WHOM
ROUND 1			
Divisions Network			
Queensland Divisions of General Practice	QLD IM summit	3 May 2006	Project Manager, Principal Adviser IM
ACT Division of General Practice	Face-to-face meeting	11 Jul 2006	Project Manager
Alliance of NSW Divisions	Face-to-face meeting	12 Jul 2006	Project Manager
South Australian Divisions of General Practice Inc	Face-to-face meeting	17 Jul 2006	Project Manager, SA RHIMO
Adelaide Western General Practice Network	Face-to-face meeting	17 Jul 2006	Project Manager, SA RHIMO
Murray Mallee Division of General Practice	Face-to-face meeting	18 Jul 2006	Project Manager, SA RHIMO
Riverland Division of General Practice	Face-to-face meeting	18 Jul 2006	Project Manager, SA RHIMO
General Practitioner and Primary Health Care NT	Face-to-face meeting	24 Jul 2006	Project Manager, NT RHIMO
Top End Division of General Practice	Face-to-face meeting	24/25 Jul 2006	Project Manager, NT RHIMO
Central Australian Division of Primary Health Care	Face-to-face meeting	26 Jul 2006	Project Manager, NT RHIMO
Illawarra Division of General Practice	Face-to-face meeting	31 Jul 2006	Project Manager, NSW RHIMOs, ADGP consultant(s)
NSW and ACT Divisions of General Practice	3x teleconferences	1 Aug 2006	Project Manager, NSW RHIMOs
Hunter Urban Division of General Practice	Face-to-face meeting	8 Aug 2006	Project Manager, NSW RHIMOs, ADGP consultant(s)
QLD Divisions of General Practice	Workshop	9 Aug 2006	Project Manager, QLD RHIMOs, ADGP consultant(s)
TAS Divisions of General Practice	Teleconference	15 Aug 2006	Project Manager, TAS RHIMO, ADGP consultant(s)
SA Divisions of General Practice	Workshop	17 Aug 2006	Project Manager, SA RHIMO, ADGP consultant(s)
NSW and ACT Divisions of General Practice	Workshop	23 Aug 2006	Project Manager, NSW RHIMOs, ADGP consultant(s)
WA Divisions of General Practice	Workshop	24 Aug 2006	Project Manager, WA RHIMO, ADGP consultant(s)
VIC Divisions of General Practice	Workshop	25 Aug 2006	Project Manager, VIC RHIMO, ADGP consultant(s)
NT Divisions of General Practice	Workshop	26 Aug 2006	Project Manager, NT RHIMO, ADGP consultant(s)

TARGET GROUP	HOW	WHEN	BY WHOM
ROUND 2			
Divisions Network			
Divisions Network Working Groups - Logical requirements (data and functional) - GP representation - IM/IT domain experts	Workshops	To be confirmed - 29 Aug 2006 - 31 Aug 2006 - 1 Sep 2006	Project Manager, ADGP consultant(s)
ADGP-SBO Coalition	Face-to-face meeting	10-11 Aug 2006	ADGP representative
Department of Health and Ageing			
Departmental representatives - Primary Care Division, GP Divisions and Information Branch - HealthConnect - Broadband for Health	Face-to-face meetings, workshops, telephone or written communication	As required	Project Manager, Principle Adviser IM, ADGP consultant(s)
Consultant - Richard Dixon Hughes, DH4 Pty Limited	Face-to-face meeting, workshop or teleconference	As required	Project Manager, Principle Adviser IM, ADGP consultant(s)
Medicare Australia			
Departmental representatives - HeSA	Face-to-face meeting, workshop or teleconference	1 Sep 2006 to 22 Sep 2006	Project Manager, Principle Adviser IM, ADGP consultant(s)
Vendors			
Software vendors - HCN, IBA, Medtech, Genie Solutions, Global Health, Best Practice - plus any other interested vendors	Face-to-face meeting, workshop or teleconference	1 Sep 2006 to 22 Sep 2006	Project Manager, Principle Adviser IM, ADGP consultant(s)
Others			
NEHTA	Face-to-face meeting, workshop or teleconference	1 Sep 2006 to 22 Sep 2006	Project Manager, Principle Adviser IM, ADGP consultant(s)
NPCC			
PHC RIS			
MSIA			

Appendix B

Issues register

**Divisions Network Information Management Project (DNIMP)
Issues Register as at <Date>**

Issue No	Description	Raised By	Date	Responsible Officer	Priority	Actions & Progress Notes	Status	Date Resolved	Cross Reference
1									
2									
3									
4									
5									
6									
7									
8									
9									
10									