

Australian Divisions of General Practice

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***Divisions Network Information  
Management Project 2006***

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***Stakeholder Consultation Pack***

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| <b><i>Customer</i></b>            | Australian Divisions of General Practice                                |
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## **1 Planning Study**

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### **Introduction**

The Australian Divisions of General Practice (ADGP) Divisions Network Information Management Project seeks to identify requirements and options for a divisions network information management system that could be adopted by the Divisions of General Practice Network.

The development and implementation of a divisions network information management system will assist divisions in meeting their national performance indicator reporting requirements under the National Quality and Performance System (NQPS). The proposed system will support the efficiency of practices, maximise appropriate data access and help deliver best practice, quality care.

ADGP will consult with the divisions network to develop the proposed system. As part of this consultation process, the divisions network will have an opportunity to shape and define the functional requirements of the proposed system to extract, aggregate and analyse de-identified patient data from general practice. The consultation process will determine how information could be managed, data flows and levels of access by different divisions network members in the proposed system.

ADGP will define and scope the proposed system based on the divisions network consultation outcomes to deliver:

- a secure national system for divisions, to support shared information and knowledge
- tools and resources to support secure collection and management of agreed practice and clinical information, to assist with national performance indicator reporting.

This detailed specification documentation will be forwarded to the Department of Health and Ageing for endorsement and consideration of further funding to progress activities for the implementation phase.

As a result of the consultation process, ADGP will be able to design business cases and provide resources to divisions helping explain information management concepts and the importance of data quality to their members. This will assist divisions in showing their general practitioners (GPs) that using the information management system will bring immediate benefits to GPs in their daily work.

It is an essential part of the project to take into account existing systems and stakeholder views, to ensure the system is efficiently developed and gives the best outcomes for general practice.

ADGP is conducting a planning study that will engage key stakeholder groups to identify requirements and feasible implementation options for the secure divisions network information management system. This will include extensive divisions network consultation with divisional workshops and/or teleconferences planned in each state to discuss the project.

This consultation has recently commenced and is due for completion by mid September 2006.

In order to define a strategy ensuring alignment of divisions network priorities, health outcomes and national performance indicator service delivery it is imperative that the views of all key stakeholders are captured.

### **Document Purpose**

The purpose of this information pack is to provide the divisions and other stakeholders with an overview of the reasons for conducting this planning exercise, the proposed approach, together with an indication of the topics to be raised during the face to face interviews, workshops and teleconference sessions.

### **Stakeholder Consultation Process – Why is it Important?**

Conducting a meaningful planning process requires the co-operation and involvement of those who have a stake in the success of the project. If the system developed does not meet the needs of the divisions network then it is not worth having. This consultation process ensures that the divisions needs, issues and concerns are addressed right from the start of the project.

### **Overall Consultation Objective**

The key objective of this consultation is to ensure that the views of the divisions and other key stakeholders are identified and taken account of in developing the divisions network information management system. It will identify and prioritise the business requirements of the divisions network for the proposed system.

### **Specific Objectives**

The consultation process with the divisions network will address issues such as:

- What value will the proposed system add to GPs and divisions in return for their participation?
- What is the best way of collecting the four national performance indicators for divisional reporting?
- What benefits will the provision of de-identified aggregated data by general practice provide to GPs, divisions, SBOs and ADGP?
- 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 proposed 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 the 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 Process**

BSR Solutions are conducting 1-2 hour working sessions for divisions in all states, where an initial set of requirements will be worked through. These sessions will be in the form of face to face workshops or teleconferences. The Initial Requirements Document will be made available to participants a week before the session.

These working sessions would include the relevant divisions, SBO, Regional Health Information Management Officers (RHIMOs) and ADGP.

The output from this set of working sessions would be a refined Draft Requirements Document that would be used for focused consultation by divisions network working groups and the ADGP-SBO Coalition. These sessions would take the form of several half day focus groups and would involve a structured agenda.

During the latter part of the second round consultation key external stakeholders such as other professional groups, standards bodies, NeHTA, Medicare Australia and relevant government agencies would be consulted to ensure that the agreed solutions are achievable.

The output from this consultation would be an agreed Requirements Document, that could be supported by the divisions network. This document would then be used as a basis for a proposal to the Department of Health and Ageing for developing and implementing the divisions network information management system.

## 2 Frequently Asked Questions

In order to assist in understanding the purpose of the project and the focus of the consultation some frequently asked questions and answers have been prepared. These may be useful for consideration when preparing for the working sessions.

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| <b>Question</b> | <b>What is the proposed Divisions Network Information Management System?</b>   |
| <b>Answer</b>   | <ul style="list-style-type: none"> <li>▪ Secure communication channel between general practice and divisions, with potential capacity for divisions to aggregate data up to a state (SBO) and national level (ADGP)</li> <li>▪ System to collect, aggregate, analyse and distribute reports and feedback on primary health care data</li> <li>▪ Repository of useful information including de-identified aggregated data</li> <li>▪ System with agreed levels of access for different divisions network members</li> <li>▪ Possible set of useful tools and resources.</li> </ul>  |
| <b>Question</b> | <b>Why do we need the proposed Divisions Network Information Management System?</b>  |
| <b>Answer</b>   | <ul style="list-style-type: none"> <li>▪ Assist divisions meet their national performance indicator reporting requirements for the NQPS</li> <li>▪ Assist divisions earn points and access other incentives</li> <li>▪ Assists divisions in their planning requirements</li> <li>▪ Ensures consistent and cost effective manner of implementation of the NQPS across the entire divisions network</li> <li>▪ Supports managing practice performance and improving health outcomes</li> <li>▪ Provides empirical evidence on primary health care</li> <li>▪ Provides benchmarks to test performance against</li> <li>▪ Improves general practice quality with consistency across the network and supports efficiency of health services.</li> </ul> |
| <b>Question</b> | <b>What happens to the data that is provided to the proposed Divisions Network Information Management System?</b>  |
| <b>Answer</b>   | <ul style="list-style-type: none"> <li>▪ Code of practice will clearly define what the data will and will not be used for</li> <li>▪ Agreed levels of access ie, made available to divisions network members and any potential authorised agencies within agreed jurisdictions and viewing rights</li> <li>▪ Maintained in a standardised way – standard names, definitions giving an ability to compare across geographical areas and disciplines</li> <li>▪ Protected against unauthorised use.</li> </ul>   |

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| <b>Question</b> | <b>How will the proposed Divisions Network Information Management System affect general practice?</b>   |
| <b>Answer</b>   | <ul style="list-style-type: none"> <li>▪ To be defined by consultation with divisions network but could include: <ul style="list-style-type: none"> <li>– Improve access to historical health data</li> <li>– Improve access to epidemiological information</li> <li>– Information about (de-identified) patient care practices could be made available to others if agreed/consented.</li> </ul> </li> </ul>   |
| <b>Question</b> | <b>What will GPs have to do to participate?</b>   |
| <b>Answer</b>   | <ul style="list-style-type: none"> <li>▪ To be defined by consultation with divisions network but could include: <ul style="list-style-type: none"> <li>– Agree to privacy provisions</li> <li>– Agree to provide de-identified aggregated data reports to divisions</li> <li>– Ensure selected practice data is entered</li> <li>– Maintain local security procedures.</li> </ul> </li> </ul>  |
| <b>Question</b> | <b>What will GPs gain from it?</b>  |
| <b>Answer</b>   | <ul style="list-style-type: none"> <li>▪ To be defined by consultation with divisions network but could include: <ul style="list-style-type: none"> <li>– Access to historical data to compare own (practice, division or state) performance against best practice ie, benchmarking reports</li> <li>– Ability to network with peers</li> <li>– Access to information about associated services that can be of use to patients</li> <li>– Access to information that may help practice to expand</li> <li>– Other potential tools – secure email, more economical telecommunication services</li> <li>– Allows focus on better management of information</li> <li>– Promotes improved clinical, patient and practice outcomes</li> <li>– Enhances doctor-patient relationship</li> <li>– Supports the efficiency of practices.</li> </ul> </li> </ul> |
| <b>Question</b> | <b>What funding is available to support participation?</b>  |
| <b>Answer</b>   | <ul style="list-style-type: none"> <li>▪ Commonwealth will fund project development and implementation if the Department of Health and Ageing accepts the outcomes of the planning study and it is within budget constraints</li> <li>▪ Model for implementation will lead to a sustainable system.</li> </ul>  |
| <b>Question</b> | <b>Where do I find out more?</b>  |
| <b>Answer</b>   | <ul style="list-style-type: none"> <li>▪ SBO in your state/territory</li> </ul>   |