



Case Study

GPpartners

Shared Electronic Health Record



About the Client

GPpartners is a division of general practice belonging to a national network that includes 110 divisions, 7 State Based Organisations and the Australian General Practice Network.

It is one of the largest divisions of general practice in Australia, representing more than 800 GPs and 220 general practices in Brisbane's northern suburbs (all suburbs north of the Brisbane River including Pine Rivers Shire, west to Bellbowrie and east to Sandgate).

About The Program

GPpartners operates a coordinated health care program for patients with chronic and complex medical conditions called Team Care Coordination. This program aims to improve the health and wellbeing of patients with chronic and complex conditions, as these patients receive care from a number of different health care providers.

Team Care Coordination patients are supported by GPpartners' Health record eXchange (HRX) system, a secure electronic health record summary and document exchange system based on RecordPoint. The system focuses on:

- ▶ Improving communication and information exchange between healthcare providers.
- ▶ Improving access to patient information across the health sector, regardless of the point of care.
- ▶ Reducing errors and duplication.

Project Design

GPpartners' HRX system is funded by a number of stakeholders, including the Department of Health and Ageing. GPpartners works in collaboration with all north Brisbane healthcare providers to implement and support a fully functional individual shared electronic health record system. The change management, training and support of connected healthcare providers are key success factors for the project.

The project began in 2004 and has evolved considerably since then.

As at October 2009 the following connections have been established in the north Brisbane area:

2259	Patients	3	Public Hospitals
84	General Practices	3	Private Hospitals
303	General Practitioners	2	Public Community Services
284	Other healthcare providers	2	Pharmacies
11	Allied health organisations	1	Nursing Home

Shared Electronic Health Record (IEHR)

Extensia has provided their RecordPoint technology to provide a secure, electronic health record summary containing information such as current medications, allergies, and diagnosis history. RecordPoint interfaces with GP desktop Clinical Information Systems to facilitate the sharing of relevant patient information in addition to providing a shared patient document repository accessible by the patient's care team in a secure environment.

Testimonial - Dr Henry Bryan GP Milton

"The HRX system is linking health care providers so patients are less likely to fall through the gaps or receive inappropriate care including incorrect medications or duplicated tests. The system is also beneficial when patients are discharged from hospital or are receiving care from other providers in the community. The HRX allows GPs to keep better track of information regarding patient care, meaning better continuity of care for the patient."

Benefits

- ▶ Improved communication between providers
- ▶ Sharing of critical patient information between care team members
- ▶ Access to shared patient information at local public and private hospitals
- ▶ System interoperability between the Shared EHR and GP clinical systems
- ▶ Reduced risk of hospital admissions and unnecessary readmissions
- ▶ Increased practice capacity to manage patients with chronic disease
- ▶ GPpartners has indicated a significant reduction in the number of acute care admissions for patients being managed by nurse coordinators using the HRX system.

Reference

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RecordPoint Supports:

- ✓ **NHHRC Report**
- ✓ **Deloitte National E-Health Strategy**
- ✓ **NEHTA Standards (HI ready)**
- ✓ **Centralised, hosted Shared EHR**
- ✓ **Patient consent management**
- ✓ **Coordinated care for chronic disease**
- ✓ **User Security and Authentication**
- ✓ **Interface to desktop clinical systems**
- ✓ **Audit Logs**



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