AUSTRALIAN COMMISSION ON SAFETY AND QUALITY IN HEALTH CARE

NSQHS STANDARDS

ADVISORY

TITLE	**Implementing systems that can provide clinical information into the My Health Record system**
Advisory number	AS18/11
Version number	4.0
TRIM number	D20-24828
Publication date	August 2020
Replaces	AS18/11 version 3.0 published on July 2020
Compliance with this advisory	It is mandatory for approved accrediting agencies to implement this Advisory
Information in this advisory applies to	All approved accrediting agencies All health service organisations
Key relationship	All NSQHS Standards
Attachment	n/a
Notes	Updated timelines for compliance. Updated timeframes for review by accrediting agencies
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To be reviewed	December 2021

ADVISORY

AS18/11: Implementing systems that can provide clinical information into the My Health Record system

PURPOSE:

To describe the minimum requirements for health service organisation compliance with Actions 1.17 and 1.18 working towards implementing the My Health Record system.

ISSUE:

Actions 1.17 and 1.18 are requirements in the second edition of the National Safety and Quality Health Service (NSQHS) Standards. They relate to health service organisations implementing systems for the use of the My Health Record system.

The subjects of this Advisory are **Action 1.17 and Action 1.**18.

Action 1.17 states:

> The health service organisation works towards implementing systems that can provide clinical information into the My Health Record system that:
> a. Are designed to optimise the safety and quality of health care for patients
> b. Use national patient and provider identifiers
> c. Use standard national terminologies

Action 1.18 states:

> The health service organisation providing clinical information into the My Health Record system has processes that:
> a. Describe access to the system by the workforce, to comply with legislative requirements
> b. Maintain the accuracy and completeness of the clinical information the organisation uploads into the system

This advisory describes the minimum actions all health service organisations must demonstrate to be compliant with the "working towards" requirements of Action 1.17 and the processes for Action1.18.

The NSQHS Standards (2nd ed.) complement the participation requirements set out in Part 5 of the _My Health Records Rule 2016_ (the Rule). The Rule outlines the participation requirements for providers contributing to the secure operation of the My Health Record system, to ensure the safety and quality of health care provided to patients. These participation requirements should be described in organisational policies and procedures.

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In relation to the use of national patient and provider identifiers, health service organisations are expected to have identity management systems that align with the national Healthcare Identifiers (HI) service. This includes collecting sufficient patient demographics to obtain or revalidate patient's Individual Healthcare Identifiers (IHIs). In addition, health service organisations are required to maintain and monitor local systems that allow timely and accurate identification of Healthcare Provider Identifiers for both organisations (HPI-Os) and individual providers (HPI-Is).

Health service organisations that provide (or are working towards providing) clinical information into the My Health Record system using standard national terminologies should consider supporting material from the National Clinical Terminology Service (NCTS). It is expected that health service organisations will work towards integrating standard national terminologies (for example, SNOMED CT-AU and Australian Medicines Terminology) into their clinical information systems.

It is also expected that all health service organisations will comply with Actions 1.17 and 1.18, recognising the Intergovernmental Agreement on National Digital Health and supporting the seven strategic priorities outlined in the National Digital Health Strategy (2018–2022).[1]

REQUIREMENTS:

To comply with Actions 1.17 and 1.18, health service organisations must:

- By December 2019, have <u>completed a gap analysis</u> that identifies:
    - o participation requirements for contributing to the secure operation of the My Health Record system as set out in the Rule, including immediate legislative requirements upon My Health Record registration
    - o relevant policies and procedures relating to national patient and provider identifiers
    - o relevant guidelines relating to the implementation and use of standard national terminologies.
- By December 2021, have <u>developed a detailed plan</u>, using quality improvement principles, to comply with:
    - o all requirements of Part 5 of the Rule;
    - o use of national patient and provider identifiers (IHIs, HPI-Os, HPI-Is); and,
    - o use of standard national terminologies.
- By December 2022, have implemented the detailed plan.
- By December 2023, have established ongoing monitoring and evaluation of the requirements of Action 1.17.

Resources are available from the [Australian Digital Health Agency's website](#) and [My Health Record website](#) , which may provide further understanding of the My Health Record system (see **Attachment 1**).

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[1] Australian Digital Health Agency. [National Digital Health Strategy - Safe, Seamless and Secure: evolving health and care to meet the needs of modern Australia](#). 2017.

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Accrediting agencies are required to:

- Review evidence that:
  - During 2019, the organisation is performing a gap analysis
  - From January 2020, the organisation has completed the gap analysis
  - From January 2022, the organisation has completed a gap analysis and developed a detailed plan
  - From January 2023, the organisation has completed a gap analysis, has a detailed plan and the plan is implemented
  - From January 2024, the organisation has in place an ongoing monitoring and evaluation system of the requirements of Action 1.17.
- Rate Action 1.17 as met only if the organisation demonstrates progress against the specific requirements of the action in the relevant year.
- Prior to an organisation providing clinical information into the My Health Record system, rate Action 1.18 as met when Action 1.17 is met or met with recommendations.
- Once an organisation is providing clinical information into the My Health Record system, assess evidence of compliance with the requirements of Action 1.18.

Australian Digital Health Agency resources

Resource	Link
Understanding national identifiers	https://www.myhealthrecord.gov.au/for-healthcare-professionals/howtos/set-healthcare-identifiers-in-your-clinical-information-system
Introduction to clinical terminology	https://www.digitalhealth.gov.au/get-started-with-digital-health/what-is-digital-health/clinical-terminology
My Health Record stakeholder materials (for healthcare professionals)	https://www.myhealthrecord.gov.au/for-healthcare-professionals/stakeholder-materials
Roles and responsibilities – when registering to use My Health Record system	https://www.myhealthrecord.gov.au/for-healthcare-professionals/howtos/roles-and-responsibilities
Fact sheets and guides	https://www.myhealthrecord.gov.au/for-healthcare-professionals/howtos/fact-sheets-and-guides
Tips to get started with digital health (downloadable guide)	https://www.digitalhealth.gov.au/get-started-with-digital-health
Sample digital health policies (downloadable templates)	https://www.myhealthrecord.gov.au/for-healthcare-professionals/howtos/register-your-organisation
Data quality checklist of 'active' patients	https://www.myhealthrecord.gov.au/for-healthcare-professionals/howtos/improve-data-quality-and-safety
Software simulations	https://www.digitalhealth.gov.au/using-the-my-health-record-system/digital-health-training-resources/on-demand
National Clinical Terminology Service	https://www.healthterminologies.gov.au/