



Orion Health | Case Study

Canterbury DHB implements New Zealand's first Advance Care Plan via the HealthOne electronic medical record

The Customer

With over 540,000 people living in the Canterbury region, Canterbury District Health Board is New Zealand's second largest DHB. Canterbury DHB is the main planner and funder of health services in Canterbury; a tertiary provider of hospital and specialist services for the Canterbury population, as well as some specialist services for people living elsewhere in New Zealand.

Canterbury DHB's vision is of an integrated health system that keeps people healthy and well in their own homes, providing the right care and support, to the right person, at the right time and in the right place.

The Challenge

The Advance Care Plan (ACP) enables a competent person to think about, discuss with their families and primary care clinicians, their wishes concerning the medical care and treatment they want to receive in future. Their wishes can then be documented online.

Canterbury DHB first implemented ACPs in 2014, where they were stored in the Connected Care Management Solution (CCMS). However, sharing this information across providers was difficult, especially in acute care.

A connected interface was the biggest challenge for Canterbury DHB - ensuring the patient's future care plans were stored in a safe, user friendly and accessible platform. It was crucial all healthcare providers across the South Island had access to the ACPs, whenever and wherever necessary, so that important information for patients could be viewed and transferred seamlessly.

The Solution

'HealthOne', an electronic shared care record, was commissioned by a partner alliance of Canterbury DHB, Pegasus Health and Orion Health in 2012, and is currently used across the South Island to provide access to more than 80 million patient data items (e.g. diagnoses, prescribed and dispensed medicines and more).

Canterbury

District Health Board
Te Poari Hauora o Waitaha

CUSTOMER NAME

Canterbury District Health Board

LOCATION

Canterbury, New Zealand

WEBSITE

www.CanterburyDHB.health

ORGANISATION TYPE

District Health Board, as part of the regional South Island Alliance

ANNUAL BUDGET

\$1.6 billion

EMPLOYEES

9000 employees

PRODUCTS IMPLEMENTED

Orion Health Care Pathways

KEY BENEFITS

- Patients can express their preferences for future care while they are well and able
- Timely, safe and effective care through more informed decision making
- Improved accessibility and visibility for health professionals - with Advance Care Plans (ACPs) incorporated into Health Connect South and accessible to the wider health community via HealthOne
- The ability, in future, for patients and people in their circle of care to view ACPs via a patient portal
- User-friendly template interfaces

The implementation and subsequent growth of HealthOne has opened up huge opportunities for additional platforms, such as Advance Care Plans (via Health Connect South accessed via HealthOne), to be implemented in the system.

ACPs were created via Care Pathways – an Orion Health toolkit that enables workflow solutions to be built across the entire healthcare network, through a series of tasks, rules and forms. These workflow solutions can then be accessed via a shared portal.

Because information is stored electronically in Health Connect South, and accessed via HealthOne, it gives family members and healthcare professionals accessible and up to date information on the patient's medical records and their wishes for how they would like to be cared for at the end of their life, breaking down communication barriers and reducing stress, when the patient can no longer make decisions for themselves.

"This is a New Zealand first, and possibly a global first, as we strive to ensure a strong patient voice throughout the continuum of health care in Canterbury."

David Meates – CEO, Canterbury District Health Board

The Results

Within months of implementation, there was a notable overall improvement in operational efficiency and clinical effectiveness.

Other prominent results include:

- There are currently more than 670 Cantabrians using ACPs
- The addition of 'Care Plan' alerts in Health Connect South means ACPs are much more visible to clinical staff – e.g. Christchurch Public Hospital has experienced a dramatic improvement in the identification of ACPs, with a 27% improvement in the number of patients admitted to hospital with ACPs correctly identified by clinical staff on admission

- Since September 2014, when initial data was collected, the majority of all patients with an Advance Care Plan have been able to die in their preferred place, with current results showing only 18% dying in hospital
- Each month a further 50 ACPs are being added to HealthOne
- ACP training continues to develop, with over 700 health professionals having completed level one training

Currently, early statistics show that the new, Orion Health-developed Advance Care Plan is an extremely valuable tool and GPs and facilitators can't speak highly enough of the solution.

"My experience of using the new system is that it is fast, responsive and it works really well. Overall I am really happy with the new product and believe it will positively impact on the implementation of ACP in the Canterbury region"

Jane Goodwin – Advance Care Planning Facilitator, Canterbury District Health Board

Future Developments

Over the next 12 months, the migration of electronic records for all South Island patients to HealthOne will be completed.

The rest of the South Island is also looking to implement a region-wide Advance Care Plan, based on the agreed national template.

Orion Health

Orion Health is a health technology company that provides solutions which enable healthcare to over 100 million patients in more than 25 countries. Its open technology platform Orion Health Amadeus seamlessly integrates all forms of relevant data to enable population and personalised healthcare around the world.

Find out more at: orionhealth.com