



Orion Health | Case Study

Canterbury DHB accesses patient data from secondary and primary care providers and makes that data visible in a single shared patient record at the point of care

The Customer

Canterbury District Health Board, New Zealand's second largest DHB, serves over 500,000 people in the Canterbury region. Canterbury District Health Board 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.

The Canterbury 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 destructive 2011 earthquake and subsequent aftershocks damaged more than 14,000 rooms so that repairs were necessary to every one of Canterbury DHB's 200 buildings. More than 630 rest home beds and 105 acute inpatient services beds were lost. Many General Practices and pharmacies were also severely disrupted. The earthquakes caused a loss of paper records and disrupted access to electronic records. So, when a displaced population signed up with a new General Practice, some did so without any medical history.

The challenge was to enable shared access to patient records across both secondary and primary care, including general practice, pharmacy and community nursing. The goals set in developing a secure shared care record were to:

- Collect patient data from secondary and primary care providers and make the data visible in a single shared patient record;
- Provide access to patient data at the point of care for multiple providers, aimed at providing better, more integrated care.

Canterbury
District Health Board
Te Pōari Hauora o Waitaha

HealthOne

CUSTOMER NAME

Canterbury District Health Board

LOCATION

Canterbury, New Zealand

WEBSITE

www.cdhb.health.nz

ORGANISATION TYPE

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

ANNUAL BUDGET

NZD \$1.5 billion

EMPLOYEES

9000 employees

PRODUCTS IMPLEMENTED

Orion Health Coordinate
Orion Health Consult
Orion Health Rhapsody - integration engine

KEY BENEFITS

- Single shared view of patient information
- Secure access to up-to-date and relevant patient information
- Timely, safe and effective care through more informed decision-making
- View past visits, admission data and discharge information

The Solution

An electronic shared care record view, HealthOne, was commissioned by a partner alliance of the Canterbury DHB, Pegasus Health, and Orion Health.

Pegasus Health hosts the General Practice, Pharmacy and Community Care Databases, taking the primary care information from the various systems to a central repository, to be viewed as a 'single-source' of up-to-date patient information.

Additionally, many pharmacists across Canterbury using the two main pharmacy systems in New Zealand (LOTS and Toniq), contributed pharmacy data to be included in the patient record.

HealthOne takes parts of the General Practitioner record, community pharmacy dispensing information, and community care co-ordination referrals into a centralised store. The patient's healthcare providers in the hospital and a number of community providers can access a summary of their patient's demographics, medications, encounters, allergies, alerts and observations. They can also view past visits, admission data and discharge information, unless the patient had decided to exclude that information by opting out.

When HealthOne went live in mid-2012 across the Canterbury region, General Practices, pharmacies and community nursing were among the first to use the solution. The HealthOne solution also integrates with Health Connect South, a revolutionary web-based EMR portal which provides a unified view of the complete patient Electronic Medical Record in hospitals across the South Island. These two solutions combined enable clinicians to view and contribute towards a single shared electronic record.

The Results

HealthOne has had a significant impact on the workflow of primary and community healthcare providers, giving them access to up-to-date and relevant information, allowing timely, safe and more informed decision-making.

"HealthOne has been literally a game changer for our health system. We anticipate that within a year, more than a million New Zealanders on the South Island will benefit from their key health service providers being better connected."

Stella Ward, General Manager Allied Health & Innovation, Canterbury District Health Board

As of April 2016, more than 57 million patient data items (e.g. a diagnoses, a prescribing, a dispensing) are contained within HealthOne, with more than 1.7m new items received every month.

Community Pharmacy - The rollout to community pharmacies began in February 2012, and now more than 450 pharmacy staff have HealthOne access.

General Practice - The first 12 General Practice sites were rolled out as a pilot in June 2012. As of July 2016, nearly 1500 General Practice doctors, nurses and practice staff across three health districts have access.

Community Nursing - Canterbury Community Nursing organisation, Nurse Maude, was granted access to HealthOne data via Health Connect South in December 2012. The Laura Fergusson Trust was on-boarded at the start of 2015 and more community nursing, emergency services, and private hospitals are to follow.

Future Developments

Originally just implemented in Canterbury, HealthOne has been extended to the West Coast and South Canterbury Districts, with a view to roll-out to the entire South Island within the next 12 months.

This will be a significant achievement, as all five DHBs across the South Island will have access to this medical record. The vast majority of healthcare professionals, in both primary and community care environments, across all regions of the South Island, will be able to access information relating to hospital, as well as primary care, encounters in any of the participating districts.

Through further integration with Health Connect South over the coming months, additional modules will be implemented, including: cDictionary, Business Process Management, Medication Management, Global Drug Model, Circle of Care, Goals and Observations.

Once implemented, these additional modules will improve patient safety and clinical efficiency through seamless sharing of information, surfacing deeper patient insights, and supporting harmonised workflows across the South Island.

Orion Health

At Orion Health, we are building thinking software for life. Our new generation eHealth software provides an open platform that seamlessly integrates local, regional, and national data, making it more readily available to doctors, nurses, specialists and patients themselves. We believe that our software, built on new generation technology, will give everyone healthier, happier and longer lives.

Find out more at: orionhealth.com

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