

Issue No 4

Community Health Review Bulletin

This is the fourth issue in a series of bi-monthly bulletins providing information on the Review of Community Health Services in NSW

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General update

Activity within the Community Health Review through July and August has focused on consultation.



Members of the consultation team from the Centre for Health Service Development (CHSD) are talking to people in all Area Health Services and across the Department of Health, as well as those working in non-government organisations, general practice and other human services run by Government. Consultation dates are at: <http://www.nswchr.net/consultations>.

Most consultations will be completed in September.

The Community Health Review Steering Group has been further enhanced with the addition of a representative from Children & Young People's Health Priority Taskforce, the NSW Health Chief Information Officer and the Director, Mental Health and Drug & Alcohol Programs.

Better information, better community health services

The success of reform in modern health systems is underpinned by improvements in the management of information – clinical, activity and financial information. However, the key is ready access for clinicians to integrated information about individual patients across all health service settings.

Recent initiatives in NSW that have contributed to the goal of integrated patient information include the community health information system called CHIME, the electronic medical record and electronic health record, and the NSW client registration policy. However, greater progress is needed.

NSW Health has established the Primary, Community and Outpatient Care (PCOC) Information Program.

It aims to build infrastructure and solutions to support the information needs of primary, community and outpatient services.

“The PCOC Program seeks to deliver information technology solutions to help clinicians, working across primary, community and outpatient services, in the provision of high quality, coordinated care”

The Program aims to support clinical care by delivering patient health information to health professionals at the point of care, provide tools to help record health information across the system, and help to administer health services. It seeks solutions that will:

- increase quality and safety through ready access to personal health information
- improve access to the right service at the right time
- provide access to information for service planning and management, and
- improve administrative productivity, efficiency, and effectiveness.



The Program currently covers six projects:

- *PCOC Information Strategy* – develop a strategy that articulates where we want to be in 5 and 10 years, and how we'll get there
- *PCOC Business Case* – develop a business case proposing investment options for information technology solutions in primary, community and outpatient services over 5 years from July 2009
- *Community Health and Outpatient Care Information Project* – deliver a standardised, state-wide data set (containing a record for each health service provided to patients in community health and outpatient care settings). It will also provide a NSW unique identifier for every health care

organisation and service unit, data standards, and alternative reporting tools

- *CHIME* – maintain CHIME so that it continues to provide a return on investment, and also develop an end-of-life strategy for this system
- *Electronic Health Record* – determine the next steps for the electronic health record following the current the pilot.

The Program has been established under NSW Health's Strategic Information Management Branch. It reports to the Information & Communications Technology Management Committee.

A Steering Committee has been formed to provide advice to the program team. A number of other committees, advisory groups and forums will have input to the Program.

For further information please contact: Deniza Mazevska, Program Director, PCOC Information Program:
deniza.mazevska@doh.health.nsw.gov.au
 or 9391 9099.

On the website...

Submissions – the Review has begun receiving submissions. Early submissions reflect diverse perspectives on community health – from chronic and aged care, mental health and falls prevention.

Submissions can be made to the Community Health Review until **Friday 14 November 2008** at:
<http://www.nswchr.net/submissions>



Online survey – do you have something to say to the Review, but only 10 minutes to spare? We have established a short online survey for the Community Health Review.

The survey seeks people’s views on issues such as:

- the governance arrangements for NSW operated community health services
- whether hospital demand management services are best delivered through community health services (e.g. home-based post acute care or CAPAC services) or by hospitals
- the priority relationships and interfaces for NSW Health community health services
- the best investments for special needs groups, and
- the value of, or need for improvements to, community health information systems and information management.

You can share your views by visiting the online survey site at:

<http://tinyurl.com/nswchrsurvey>

Blog - initial comments and ideas cover men’s health, the importance of prevention and early intervention (especially for families and young people) and drug & alcohol services in the community. Drop in and **Have Your Say!** at

<http://nswchr.wordpress.com/nsw-community-health-review-2008/>

The Review continues to gather **information about good practice and innovation** in community health. Further material can be submitted to:

info@nswchr.net.

Have your say! – Falls Prevention

In the “**Have Your Say!**” segment, we feature different aspects of community health as we seek your views and ideas. In this issue, we look at falls prevention.

The NSW Falls Prevention Program promotes focused interventions to reduce risk and improve people’s health.



The NSW program comes from a strong evidence base and best-practice comprises:

- **early identification and reporting** of falls or falls risk
- **evidence-based interventions** to reduce falls. These include:
 - strength and balance exercise programs,
 - reducing psychotropic drugs,
 - home environment reviews and modifications,
 - cataract surgery,
 - improving post-hospital discharge management,
 - vitamin D supplementation and
 - engaging with older people in falls prevention
- **active management** for older people during periods of transition (e.g. between home & respite care, home to emergency dept., hospital & home).

Strengths of the NSW program include:

- collaboration between the Department of Health, Clinical Excellence Commission, NSW Injury Risk

Management Research Centre at UNSW, Area Health Service Falls Coordinators and the NSW Falls Prevention Program Network. See: <http://www.cec.health.nsw.gov.au/moreinfo/falls.html>

- clear roles and a systems approach to falls prevention
- Area Health Service-wide structures to support implementation of the program, including clinical and management champions
- effective networking and knowledge-sharing arrangements (e.g. the NSW Falls Prevention Network hosted by the Prince of Wales Medical Research Institute).

Falls prevention highlights numerous issues for the Review. With our ageing population, we are likely to face more people falling and a greater demand for responsive services.

There is increasing awareness of the importance of falls prevention among health and other services – this offers opportunities for providing falls prevention broadly across community based services with links to specialist and allied health services when needed.



(Steve Rouse/Southern Miss Marketing and Public Relations)

How do we build a skilled workforce that can monitor and manage falls prevention safely and effectively (e.g. a network of exercise providers for community and home-based programs for people at risk of falls)? How do we generate a culture that supports the 'enablement' of older people?

Also, there is the challenge of enhancing and providing flexible service models amid competing resource demands.



Have your say & be heard!

Comments and ideas can be posted on the Blog at <http://www.nswchr.net/>

Further information on the Review can be obtained from:
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