Implementing eReferral and Service Coordination in the Health and Community Sector – from the bottom up
Purpose of the presentation

Showcase the use of eReferral to facilitate service coordination in Victoria

To enable a collaborative approach to service provision across the region that will simplify entry and access to, and allocation of services for clients, carers and families
Implementing eReferral

Background

Project objectives

• To develop a web based application to assist in the planning and co-ordination of care
• Referral of clients in need of community based health services.
• To meet the needs of agencies providing primary care and community support services including:
  – Public organisations
  – Private organisations
  – Not-for-profit agencies

Initial catchment

• Outer East Primary Care – OEHCSA
• Inner Eastern Primary Care - IEPCP
Implementing eReferral

Background

Project Approach

- Collaborative effort between Infoxchange Australia, Primary Care Partnerships and Department of Human Services.
- Development of Service-to-Service (S2S) eReferral web application and platform
- Leveraged Infoxchange Service Seeker directory
- Active engagement model with primary care providers
Implementing eReferral

Who was involved initially...

- HACC Service Providers - Councils
- Community Health
- Hospitals – ED, SW
- Aged Care Service Providers (ACAS)
- Case Management Service Providers
- Commonwealth Carelink Centers
Implementing eReferral

Implementation in each network

• Information Session – Managers & Staff
• Meetings to discuss who should be involved
• Surveys to map referral volumes and pathways
• Check Agency & Service Readiness
• Updating information on Service Seeker directory
• Discuss referral protocols & intake processes
• Address privacy and security concerns
• Training – user and resource
• Go live
• On going support
S2S service coordination at work in Victoria today

• 12 Primary Care Partnerships
• 4,200 practitioners in 270 agencies, 975 services
• 200,000 referrals to date
• Integration with GPs using HL7 (via Argus)
• Integration with RDNS (Camillus)
• Fax and PKI email gateway for other providers

Service Coordination:

• 9.7 Average views per referral
• 3.5 Average status changes per referral
  (Acknowledge -> Action Initiated -> Service Provision -> Closed)
Who is using S2S eReferral today?

- HACC Service Providers
- Community Health
- Councils
- Hospitals – Discharge, ED, SW, Wards
- Disability Services
- Aged Care Service Providers
- Palliative Care
- Drug & Alcohol Services
- Counselling
- Youth Services
- Accommodation Providers
- Case Management Service Providers
- Commonwealth Carelink Centers
What is S2S eReferral?

A secure web based application enabling health and welfare agencies to efficiently manage client information and referrals

- Security and privacy (SSL 128 Bit)
- Central storing repository
- Supports Privacy and Health information legislation
- Supports service coordination
- Use of standard inter-agency referral forms
- FAX and PKI gateways
- Robust reporting functionality
- System preferences and protocols
- Governance and operations structures
S2S Architecture

- Logic tier: Business logic components
- Data tier: GPs via Argus (HL7), HSNet Referral Link, ISS Directory, Referral by Fax, RDNS, Referral by Secure Email, Nurses
- Web server
- Database

- S2S eReferral
- Referral by Secure Email
S2S Workflow...

Secure Login
- Client consent to search or add
- Input Consumer Information

Initial Needs Identification
- Complete online SCTT or Attach information from CMS

Referral
- Select services to send to
- Complete cover sheet
- Consent and send

Care Coordination
- Referral feedback and communication

Acknowledgement → Assessment → Service provision → Close
Service coordination at work...

Allied health workers @ hospitals in the Eastern region
- Box Hill Hospital
- Maroondah Hospital
- Angliss Hospital
- Peter James Center
- Healsville Hospital

Assessment workers @ councils in the Eastern region
- Maroondah Council
- City of Whitehorse
- City of Knox
- Manningham Council
- Shire of Yarra Ranges

Refers to S2S

Eastern Post Acute Care
- Ability to check if the referral has been made
- View the referral outcome — when HACC services will commence
- Update referral — provide more details/inform of changes to discharge
- Make referrals
Benefits

- Secure referral via web
- Timely feedback
- Provide referral outcomes
- Central storage – able to view at anytime
- Client does not have to repeat story
- Avoid duplication
- Able to track client within service system
- Foster trust & cooperation in the service sector
- Enhance communication
- Time & cost savings

With eReferral I can be confident the referral will be received and be secure
Annabelle Bishop, Occupational Therapy Coordinator at Colac Area Health

Referrals by eReferral do not go astray and the forms are easy to follow
Janet Trupp, Community Programs (Aged & Disability) at Banyule City Council

It is a virtually foolproof method of ensuring referrals end up in the appropriate hands very quickly
Ann-Marie Deeker, Emergency Care Co-ordinator at Box Hill Hospital
Challenges

Who we are engaging

- Variety of service providers ranging in size from small one/two person services to very large agencies
- A mix of community-based, volunteer, private, government and semi-government agencies
- Expanding waiting lists
- Low staff to client ratios
- Providers dealing with an increasing number of clients with complex or multiple needs
Challenges

- Establishment and expansion of the network
- Commitment from the right power brokers
- Adapting and customising to existing work place practices
- The right mix of Referral Generators and Referral Receivers
- Change management
  - improve IT skills
  - likelihood of having to duplicate information
- Privacy concerns
- Sustainability model
- IT Infrastructure and support
- Inter agency trust
Where to from here

- Expansion in Victoria to other service sectors
- Extending coverage across Australia
  - NSW respite coordination – live in FNC, MNC and Southern regions
  - NSW HACC trials – live in Grafton Clarence
  - More to come
- Further integration with other eReferral gateways and client management systems
- Engagement with NEHTA on national eReferral and directory standards
Infoxchange Australia creates social equality and opportunity by empowering people through access to information technology and enabling the exchange of information and ideas.

Find out more

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