

# Digital Health Advisory

HealthConsult's Digital Health Advisory service assists governments and health services to ensure that their digital strategies deliver realisable value, including safety and quality improvements. As a specialist health sector consulting Firm, we attract experienced practitioners who have successfully developed and implemented digital health strategies and measured their benefits. Our consultants have the desire and capability to collaborate with clients on developing digital strategies; and they have the track record of establishing governance structures and plans that guide successful delivery. Importantly, our senior team members perform project work, not just provide quality assurance; and our approach is underpinned by global better practice.

## **What good looks like** **Fundamentals**

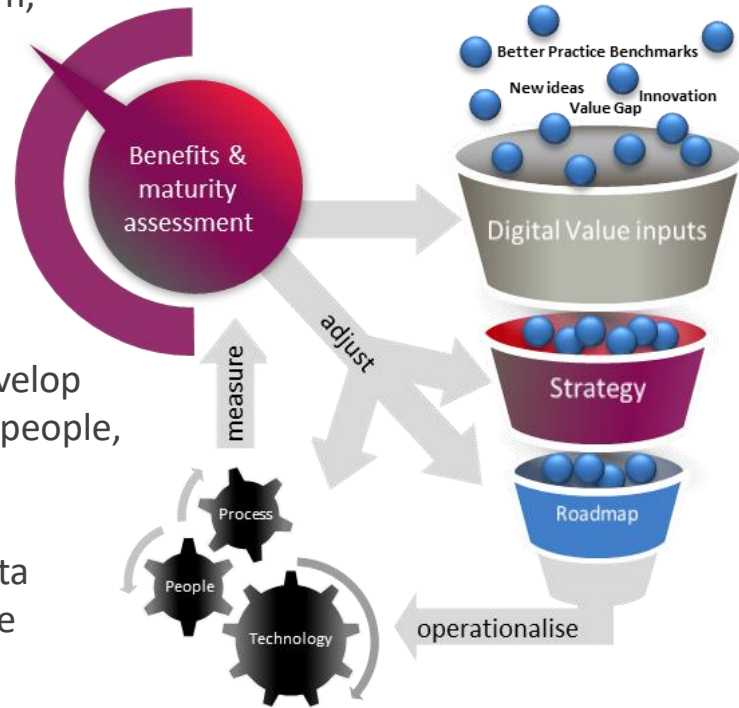
- Digital is an enabler, not the end goal. Digital clinical workflows must improve usability, reduce manual data input, avoid opportunities for errors to be made and provide rich clinical information for decision support.
- Digital Health is an eco system, and a plan is required to integrate seamlessly all components within and outside of your organisation.
- The capability to determine which benefits have been / need to be realised needs to be designed into the digital system, which is normally overlooked.
- Benefits that are independently verified provide the basis for further digital investment.
- A model and standards approach provides opportunities for global comparisons and benchmarks.

## **When to act** **Logical Triggers**

- Desire to improve safety and quality within your organisation.
- Desire to provide person centred care.
- Requirement to inter-operate with other health services, both primary and tertiary, and provide integrated care.
- Your current systems and processes have poor usability and are contributing to incidents and lower productivity.
- Clinical data is not providing effective decision support to clinicians when they need it.
- At the start of a digital investment decision and the supporting business case processes.

# What we do

We work closely with your executive, project team, clinical teams, support teams and any other stakeholders impacted by digital health and the models of care they enable, to critically understand your current environment and what value you are targeting to achieve. We assist you in understanding better practice by leveraging industry recognised models, enabling you to determine your desired future state to develop your roadmap to operationalise into the optimal people, processes, and technology. We then assist you in defining how your benefits can be measured through a mixture of both on-site and remote data gathering methods enabling lessons learned to be leveraged for continuous improvement.



## Some examples of what we have done

### Bendigo Health Care Group

### South Australia Health

### Department of Health

### Various

#### Roadmap for digital health transformation

We undertook a comprehensive assessment of the Group's current digital health maturity utilising HiMSS's new Digital Health Indicator (DHI) and capability maturity models, as well as customised research and gap analysis. The work involved a series of stakeholder interviews, Executive level workshops, and a maturity model survey across all the Bendigo Health Care Group health services.

#### Develop an Electronic Medical Record Benefits Realisation Framework and Assessment Model

We developed an initial list of possible benefits based on review of evidence locally and internationally. This list was validated with consultations with key stakeholders supported by case studies at the initial implementation sites. This material provided the basis of the Framework and Assessment Model including the design of a system for ongoing measurement and implementation recommendations.

#### Development of the Framework for secondary use of My Health Record (MHR) system data

We worked closely with the Federal Department of Health, multiple key stakeholders (consumers, researchers, government agencies and healthcare providers) and international experts to develop the framework to inform how MHR data could be used while preserving data privacy and security. Additionally, we developed options for the governance model for the operation of the framework.

We have experienced digital health experts who have been engaged in defining and assuring major digital health projects including:

- Development of Digital Health Strategy and Roadmaps in the public and private sector, with the focus on statewide, regional and hospital levels.
- Development of Electronic Health Record business cases for public health services.
- Development of business case for a statewide shared clinical information system.
- Governance and assurance of major digital health projects, including benefits realisation.
- Standards and interoperability development and deployment.
- Data quality, data analytics and activity-based costing.
- New models of care including design and evaluation of trials.

#### Outcomes

The final report provided a longer-term Digital Vision and Roadmap for implementation. It included a methodology for ongoing benefits evaluation and an online dashboard for reporting to Bendigo Health Care Group leadership.

This work provided evidence and reporting to support a recommendation to continue rollout of the EMR to other sites and informed the EMR business case for SA Health, which was subsequently approved by the SA Government.

The preferred option was subsequently embedded into the My Health Record Act, and an implementation plan has since guided the embedment of the framework and associated governance model into practice.

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