

Northern NSW Integrated Care

Orion Shared Care Tool



The Orion Shared Care Tool is being built as a collaboration between the Northern NSW Local Health District (LHD), North Coast Primary Health Network (NCPHN) and NSW Health's eHealth.

It will deliver a tailor-made shared care planning tool for adult patients with complex and chronic needs. It allows the GP and other team members to create and update a living care plan. It lets care team members add other information about the patient and makes it easier to securely share information between a patient's care team members.

The tool integrates with Medical Director and Best Practice for GPs. Other clinicians access it via a web portal. It will be free to use, and fully supported.

The tool aligns with Commonwealth and State policy directions on collaborative care.

With standardised workflows, code-sets and language, care plan quality will increase and improve the likelihood of sharing, benefiting patient outcomes and patient and clinician experience.

Less wasted time, less re-telling the same information, and more effective time spent with patients.

Why do we need a Shared Care Tool?

Historically, members in a patient's care team have been unable to deliver the best care to patients due to problems in "the system."

Due to information silos, not knowing who is in the care team and what services the patient is receiving; the inability to communicate directly with each other and not having access to the same information: all of this makes keeping our patients well and out of hospital really difficult.

The North Coast has been offered the chance to use Orion's shared care tool, which has been designed and customised for our use.

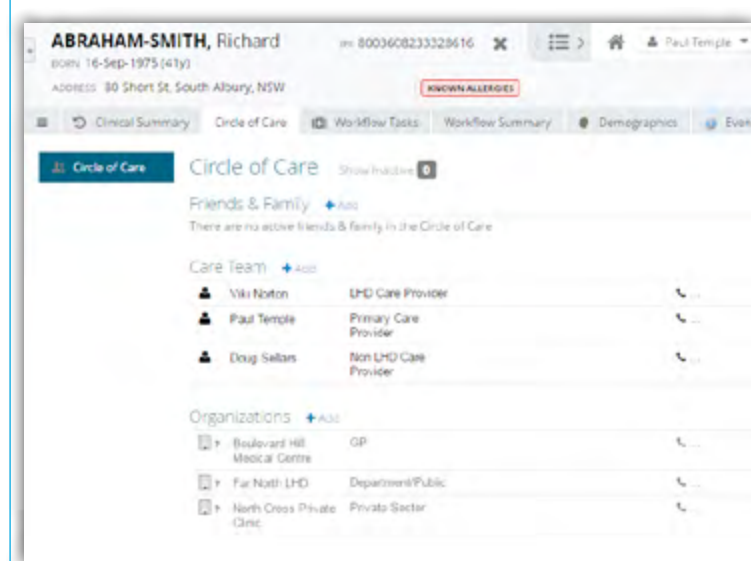
Benefits for Private Providers

The system is designed to benefit patient experience and outcomes first and foremost. There are also expected to be many benefits for private providers.

- ✓ All care team members can see the same information. This includes information normally only kept in the My Health Record (MHR, aka PCEHR) or GP or hospital systems.



- ✓ See exactly who is in the care team, and communicate directly, and securely, with them.
- ✓ Receive team care invites electronically, reducing reliance on faxed responses. Respond to team care invites instantaneously, providing an audit trail for you and the GP.



- ✓ Receive key information via the care plan, reducing the need for the patient to reprovide basic clinical information, and ensure you have the most accurate, up-to-date information from the GP.
- ✓ Better appointment preparation = more effective time with the patient.
- ✓ Have input into the care plan, adding goals and actions to the patient's care plan.
- ✓ See the most up-to-date information about the patient. This includes patient assessments, the presence and location of legal documents, services the patient's receiving, the conditions, allergies and medications.
- ✓ Structured, consistent data and information.
- ✓ Designed by clinicians, for clinicians and health professionals.
- ✓ Access to the system anywhere, anytime.
- ✓ Full training and support and backed by NSW Health's eHealth.

Sign up for the trial online
integratedcare.nswlhd.health.nsw.gov.au/orion

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How it works

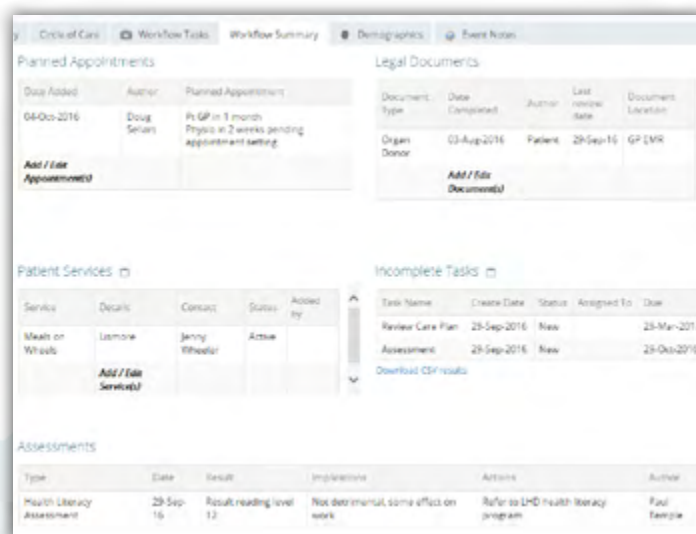
- The GP and patient decide an online shared care plan is right for the patient.
- The GP adds the patient to the Orion platform from their practice system. Their information is uploaded directly from their existing records.
- The GP and patient create the care plan, adding:
 - ▶ Goals and actions;
 - ▶ The location of any legal documents like a Resuscitation Plan;
 - ▶ Family members or other carers;
 - ▶ Health assessments the patient's received; and
 - ▶ Services the patient is receiving, like Meals on Wheels.

This information creates a point-in-time snapshot and printable care plan.

- The GP can then invite care team members into the patient's Care Team.
- Once care team members accept the invitation, they can see the care plan and add information. The care team can communicate using portal messaging, just like private email. They can also identify any legal documents, note any assessments and any patient services.
- Information added by care team members instantly appears in the system.
- Care team members can choose to receive notifications when new information is added to the care plan.
- Over time, progress against goals can be recorded, and new information is added.
- A GP can conduct GP Management Plan or Team Care Arrangement reviews to validate any new information and incorporate into the point-in-time, printable care plan.

Key Benefits

- ✓ See the same information that everyone else is seeing.
- ✓ Communicate directly with other care team members.
- ✓ Have input into the patient's care plan, updating progress and adding your own goals/actions.
- ✓ No cost to participate, with training and support provided.
- ✓ More effective time with the patient and less wasted time for you and the patient.



Anyone in the care team will now be able to add information as shown in the image above, to ensure everyone is contributing to the living care plan, and that there are no information silos.

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Privacy

Privacy rules and strict access are a fundamental part of the design of the system. Throughout the design process, GPs and LHD clinicians were involved in the privacy and access design, such that access is modelled on a patient's GP record and hospital record.

Additionally, the system will undergo submission to the Office of the Australian Information Commissioner's Privacy regime.

We will be providing information pamphlets on the privacy aspects of the system closer to go-live date.

The system will undergo security testing by the NSW Government's Privacy, Security and Assurance team to ensure it meets security requirements.

Questions and Feedback

This project has dedicated project teams in the LHD and PHN.

We'll have Frequently Asked Questions (FAQs) on our project website soon.

If you have any questions or concerns, you can contact the project via integratedcare.nswlhd.health.nsw.gov.au/orion or call Tim Marsh (LHD Project Lead) on 02 6620 0829.

The Orion Shared Care Tool is a Northern NSW Integrated Care Initiative.



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