

# Health Roundtable

ieMR and Hospital in the Home



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# ieMR and Hospital in the Home

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Digital records in the home

Acute Care@Home Logan:

Presenter(s) 1: Jill Bell, [jill.bell@health.qld.gov.au](mailto:jill.bell@health.qld.gov.au), (07) 3412 2985

HRT 1814 HITH Special Improvement Group Workshop  
17 -18 October 2018, Sydney

# Key Problem

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- Duplicate health records - one for the hospital, one for the home
- Delay in HITH obtaining clinical information from hospital record
- Delay in hospital obtaining HITH chart for out of hours transfers in
- Delay in medical officers updating the HITH chart e.g. medication chart, pathology requests etc.

# Aim of this Innovation

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- To give HITH staff timely access to clinical information for HITH patients
- To enable HITH staff to direct enter clinical documentation into ieMR
- To improve service delivery
- To have easy access to clinical information
- To provide clinicians with one health record that is available at both point of care, and hospital based staff

# Baseline Data / Current Situation

- Logan HITH service were the pilot site for ieMR and MAR in November 2017
- Many challenges were faced along the way
- Almost one year post implementation



# Key Changes Implemented

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- Workflow and business rules developed specific for HITH
- Paper based form use is minimal
- Open and transparent communication
- Access to patient information between AC@H hubs

# Outcomes so far

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- Staff satisfaction in having access to inpatient health record while in the patients home
- Improved efficiency with HITH MO able to direct enter medications for administration in real time
- Successful engagement and networking with digital team to facilitate support to the clinicians
- Logan have provided support to the other HITH teams in MSHHS when they went live

# Lessons Learnt

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- No roadblocks
- Change the way you think
- New isn't a bad thing
- Get your staff onboard
- Support staff that fear technology – they are capable of more than they realise
- Be prepared!! Have a good network of IT and digital contacts to troubleshoot



# Contact for this Innovation

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# Innovation Title Health Service

**Problem:** The Logan HITH service had identified an issue and patient safety risk with duplicate / parallel health records. Additionally, HITH staff work offsite making it challenging to get medication charts updated, pathology requests completed and other information completed and documented in the point of care record.

**Solution:** When Logan Hospital went live with ieMR, HITH was included in the roll out. This enabled staff to utilise the digital health record, having access to the same health information as the hospital.

**Results:** Successful implementation of ieMR and MAR in the Logan HITH team.

With the support of the digital hospital team, and the Logan HITH team, this has been successfully rolled out across the other MSHHS HITH teams.

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