



Government of **Western Australia**
Department of **Health**

WA Health Information Management Strategy 2017–2021

Two Year Plan 2017–2018



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Introduction

About this document

What is this document intending to do, what does it contain, and who is it aimed at?

This document supports the *WA Health Information Management Strategy 2017-2021*. It sets out the priority areas and deliverables to be achieved in the first two years of that Strategy.

The intent of this document is to define the deliverables in the Information Management Strategy which will be delivered in the first two years.

The document is aimed at everyone involved with health information in the WA health system. This includes clinical and non-clinical staff, consumers, carers, researchers, educators and the broader WA community. It will assist in providing transparency over priorities and set the direction for Information Management over the next two years.

WA Health Information Management Strategy

The *WA Health Information Management Strategy 2017-2021* articulates WA Health's vision for health information management.

Our vision is for a health information management¹ system that:

- is led by the partnership of consumers, carers, health practitioners and administrators;
 - is transparent and efficient;
 - protects confidentiality;
 - delivers across the continuum of care; and
- meets the diverse needs of consumers, carers, the community and the broader health ecosystem.

We define an information management system as:



the cycle of organisational activity involving the creation or capture of information, custodianship and distribution of that information to those who need it, and its ultimate disposition through archiving or deletion.

¹ Information management refers to the cycle of organisational activity involving the creation or capture information, the custodianship and distribution of that information to those who need it, and the ultimate disposition through archiving or deletion.

Deliverables in six priority areas will achieve this vision:



The first two years

Over the next two years we will focus our efforts in five priority areas:

1. **Governance.** Ensuring decisions around health information management are made appropriately.
2. **Workforce.** Building sufficient health information management capability.
3. **Policies and Standards.** Effectively implementing policies to support our vision.
4. **Consumers, Carers and the Community.** Helping consumers, carers, the WA community and WA Health staff to understand, value and utilise WA Health information.
5. **Current and Future Requirements.** Defining our information requirements so that our health ICT systems can deliver the information needed.

Annual Implementation Plans will describe the specific work to be done for each deliverable, including milestones, timeframes and roles and responsibilities. Rigorous reporting and project management will ensure progress is tracked and deliverables achieved.

The deliverables for the first two years will lay the foundation for the achievement of the remaining deliverables across all priority areas, which will be the focus in the subsequent years of the Strategy.

Priority Areas and Deliverables

To reach our vision of effective health information management we intend to focus on the following priority areas over the next two years. Each of the priority areas has identified deliverables so that we can track progress towards our vision over time.

Priority Area 1: GOVERNANCE	Priority Area 1 Deliverables
<p>We will establish and embed governance around information management so that we are assured our decisions are made in an appropriate, transparent, efficient, balanced and effective way.</p>	<ul style="list-style-type: none"> 1.1 An information management governance structure and decision making process across WA Health, including a mechanism for engaging consumers and carers. 1.2 A process for linking information requirements to ICT decision making in an ongoing manner and commencement of implementation. 1.3 Key performance indicators to measure the effectiveness of information management processes.
Priority Area 2: WORKFORCE	Priority Area 2 Deliverables
<p>We will ensure our workforce has sufficient capacity and capability and is working within the right culture so that we can collect, manage and administer our information appropriately and sustainably.</p>	<ul style="list-style-type: none"> 2.1 A framework for the health information management specialist roles, skills and capabilities needed by the WA Health system based on the national framework.² 2.2 A strategy for the attraction, employment and retention of health information management specialists in accordance with the endorsed framework and start date for implementation of the strategy.

² See Health Workforce Australia (2013), Health Information Management Workforce Report.

Priority Area 3: POLICIES AND STANDARDS	Priority Area 3 Deliverables
<p>We will put <u>policies and standards</u> in place to ensure we have quality data and information that is collected, stored, protected and disposed of in a manner that can meet the most number of needs as efficiently as possible while meeting our legal and regulatory requirements.</p>	<ul style="list-style-type: none"> 3.1 A WA Health Information Asset Register. 3.2 Policies, procedures and/or other mechanisms to ensure we meet legal and regulatory requirements around information management. 3.3 Policies, procedures and/or other mechanisms to protect data security (including patient confidentiality) while balancing information sharing requirements. 3.4 Policies, procedures and/or other mechanisms for monitoring, improving and maintaining data quality (including data entry). 3.5 Policies, procedures and/or other mechanisms for efficient and effective information lifecycle management. 3.6 Policies, procedures and/or other mechanisms in relation to WA Health information intellectual property. 3.7 Policies, procedures and/or other mechanisms for efficient and effective enhancement of WA Health Information Assets by creation of links through Health's Data Linkage system, and systematic geocoding of these assets through the Data Linkage system.
Priority Area 4: CONSUMERS, CARERS AND THE COMMUNITY	Priority Area 4 Deliverables
<p>We will define and meet the information needs of <u>consumers, carers and the community</u> so that they can participate in their own health care and the design of future information management.</p>	<ul style="list-style-type: none"> 4.1 A process for linking consumer, carer and community requirements and feedback with ICT decision making & commencement of implementation 4.2 Recommendations for consumer, carer and community requirements around information management; including what data is collected, how it is collected, how and when consumers, carers and the community can access it, how they can correct it (if required).

Priority Area 5: CURRENT AND FUTURE REQUIREMENTS

Priority Area 5 Deliverables

We will define our **current** and **future** information **requirements** so that our health ICT systems can deliver the information needed by the WA health system, in the form that is needed, both now and into the future.

5.1 Recommendations for an Electronic Medication Management System (EMMS).

Glossary

Administrator	Individual involved in running the organisation. This includes planning, performance monitoring, allocating and dispensing funds, report writing and other administrative tasks at a site, hospital, health service or across the WA health system.
Analytics	The analysis of data, typically large sets of business data, by the use of mathematics, statistics and computer software.
Application	Computer software or program used for a particular type of job or problem.
Applications Roadmap	A plan that matches short and longer term goals with the applications that are required to meet those goals.
Carer	An individual providing care and support to family members or friends who have a disability, mental illness, chronic condition, terminal illness, an alcohol or other drug issue; or who are frail aged without payment apart from a pension, benefit or allowance.
Community	May refer to a geographical grouping or community with shared interests. In reference to the “WA community” it refers to the geographical group of the WA population.
Consumer	Those who use, or are potential users of health services.
Data	Raw material or facts that have to be processed for meaning,
Data Linkage	A technique for creating links within and between data sources for information that is thought to relate to the same person, place, family or event.
Electronic Health Record (EHR)	Longitudinal electronic record of patient health information generated by one or more encounters in any care delivery setting. ³
Electronic Medical Record (EMR)	Digital version of the paper record or charts for a patient in a particular healthcare setting or clinical specialty. ⁴
External Providers	Organisation or individual providing healthcare to members of the WA community not employed by a Health Service Provider.

³ HIMMS Definition of EHR <http://www.himms.org/library/ehr/>; accessed 18 April 2016

⁴ *Independent Review of New Zealand’s Electronic Health Records Strategy*, 2015, Deloitte.

GIS (Geographical Information System)	A system designed to capture, store, manipulate, analyse, manage, and present all types of spatial or geographical data.
Health Ecosystem	The network or interconnected system of people involved in health care both within and external to WA Health. This includes health professionals, administrators, planners, researchers, educators, general practitioners, private providers and consultants.
Health Information	<p>(a) information, or an opinion, that is also personal information, about:</p> <ul style="list-style-type: none"> (i) the health (at any time) of an individual; or (ii) a disability (at any time) of an individual; or (iii) an individual's expressed wishes about the future provision of health services to the individual; or (iv) a health service provided, or to be provided, to an individual; or <p>(b) other personal information collected to provide, or in providing, a health service.</p> <p>Refer to clause 213 of the <i>Health Services Act 2016</i>.</p>
Health Information Management	Information management applied to health information.
Health Information Management Specialist	An individual specialising in the collection, storage, analysis and distribution of health information, e.g. health information manager.
Health Information Specialist	An individual specialising in the production, use or analysis of health information, e.g. epidemiologist, data analyst, coder, costing expert.
Health Service Provider	A Health Service Provider established under section 32 of the <i>Health Services Act 2016</i> and may include North Metropolitan Health Service (NMHS), South Metropolitan Health Service (SMHS), Child and Adolescent Health Service CAHS (CAHS), WA Country Health Service (WACHS), East Metropolitan Health Service (EMHS), the Quadriplegic Centre and Health Support Services (HSS).
Horizon Scanning	The process of systematically examining potential threats and opportunities with the aim of detecting early signs of potentially important developments. It has an emphasis on technology and its effects on current issues.

Information	Processed data (data that has been processed so it has meaning).
Information Asset	A body of information defined and managed as a single unit so it can be understood, shared, protected and used effectively. ⁵
Information Management	The means by which an organisation plans, identifies, creates, receives, collects, organises, governs, secures, uses, controls, disseminates, exchanges, maintains, preserves and disposes of its information; as well as any means through which the organisation ensures that the value of that information is identified and exploited to its fullest extent.
ICT (Information Communication Technology)	Refers to the technology and systems used to manage digital data collection, storage, processing, transmission and destruction.
Spatial Data	Data or information that identifies the geographic location of features and boundaries on Earth, either natural or constructed features, such as oceans, lakes, buildings or cities. Spatial data is often accessed, manipulated or analysed through Geographic Information Systems (GIS). Also known as geospatial data or geographic information.
Staff (as in “WA Health staff”)	An employee in the WA health system.
WA health system	The system comprised by the Department of Health, health service providers (NMHS, SMHS, CAHS, WACHS, EMHS, Quadriplegic Centre and HSS) and to the extent that contracted health entities provide health services to the State, the contracted health entities.

⁵ Information Management Advice 39 Developing an Information Asset Register, 2013, Tasmanian Archive & Heritage Office, <https://www.informationstrategy.tas.gov.au/Records-Management-Principles/Document%20Library%20%20Tools/Advice%2039%20Developing%20an%20Information%20Asset%20Register.pdf>, accessed 21 April 2016.

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