

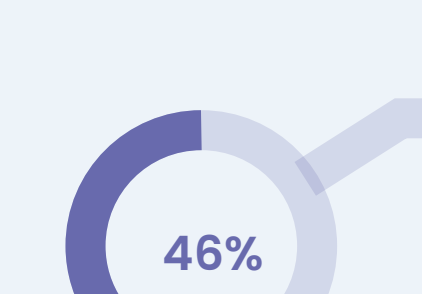
HEALTHCARE WORKFLOW MATURITY MODEL



Modern healthcare is at a crossroads where increasing demands and higher costs are fighting against one another. Consequently, it's more important than ever for a workflow maturity model to be introduced to enhance system efficiencies and make clinicians' jobs less burdensome while putting patients at the centre of everything.

Today, we introduce the 6 key workflows designed to enhance the patient experience and support health professionals in their bid to offer the best care available.

THE REFERRAL MANAGEMENT PROCESS



A referral is when **a patient is sent to the right service with the right knowledge/resources to provide the proper care at the right time**

When referrals go wrong, the impact on patient care and service reputation can be significant

of faxed referrals **don't end up in scheduled appointments** because the referral:

46%

- ✗ Got lost in the fax chaos
- ✗ Were not properly authorised
- ✗ Were missing information
- ✗ Took too long for delivery and the patient turned to a competitor

60%

of health systems **do not have a definite plan to reduce in-network referral leakage**

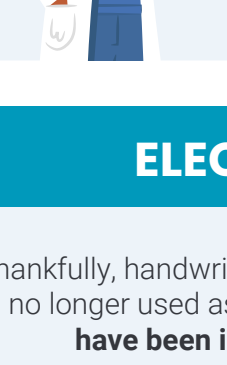
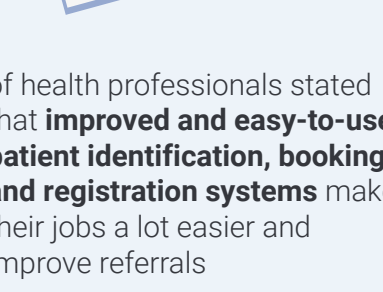
66%

of specialty center referrals **come from outside a health system's emergency department**

20%

Misuse of information or errors affect up to 20% of hospital admissions

Data analytics is being used to improve the referral management process across the Australian healthcare system



66%

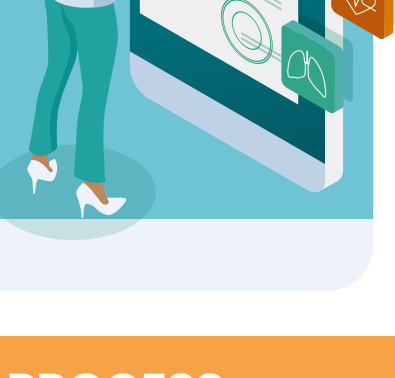
of health professionals stated that **improved and easy-to-use patient identification, booking and registration systems** make their jobs a lot easier and improve referrals

ELECTRONIC PRESCRIPTION

Thankfully, handwritten prescriptions or tests are no longer used as **electronic order systems have been implemented**, with

11,298,828

million e-prescriptions issued in Australia since the system was launched



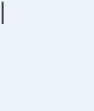
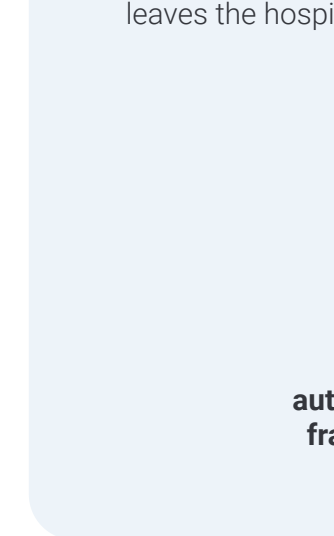
A 2021 survey suggests that patients aged

25-34

are **most likely to use e-prescriptions** (25% of respondents) due to their convenience

25%

Moreover, around 25% of all pathology ordering requests were **unnecessary or inappropriate**



Advancing the clinician order entry process with integrated EMR (Electronic Medical Record) improves the process and can **improve patient safety and the quality of health services** by reducing risks associated with medication errors



Process analytics can be used to make huge improvements. One study used this to reduce the number of unnecessary tests in Victoria. It resulted in 38,890 fewer tests across two years!

DISCHARGE PLANNING & SUMMARY PROCESS

0.3% to 11%

In Australia, **unplanned and avoidable hospital readmissions** range from 0.3% to 11% depending on the issue for all patients

7.4% to 24.9%

However, **this rate increases** - 7.4% to 24.9% - in older Australians (based on 28-day readmission)

Improvements in discharge planning & the summary process can help to **reduce avoidable hospital readmissions**



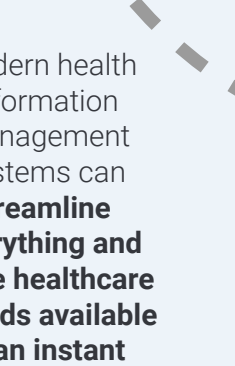
Every model of patient care contains the same features: **presentation, assessment, diagnosis and treatment**



An intuitive EMR can **systematise the framework of care coordination and streamline the whole care process**, improving discharge planning

43%

of hospital separations in Australia would require a discharge summary developed and sent to any of the 22,589 care practitioners



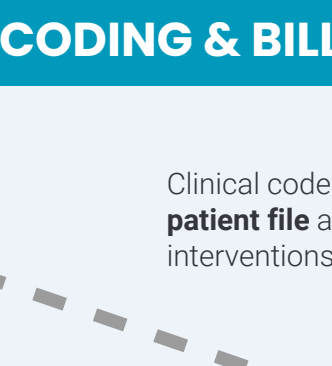
A **good discharge summary** is part of the continuum of ongoing care and should be ready immediately when the patient leaves the hospital



The **summary should also be passed on to their GP** with secure messaging



The **modern EMR can facilitate this**, allowing for all the necessary information to be passed to the people involved - including the patient and their GP



The system can **connect information, automate reporting, comply with regulatory frameworks and incorporate plans** for the future all at once

HEALTH INFORMATION MANAGEMENT

Improvements in maintenance, storage and access to medical information will **improve patient care** and also the security and compliance of medical documentation

Australian health services are held to high standards of quality and safety

Compliance with regulations means **reliable access to accurate and legible medical notes** is essential



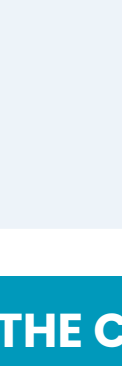
Modern health information management systems can **streamline everything and make healthcare records available in an instant**



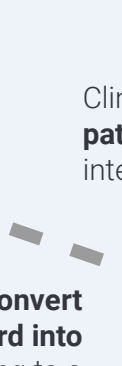
Even under these current systems, it can **take extremely long to respond to things like a Freedom of Information (FOI) request from a patient**



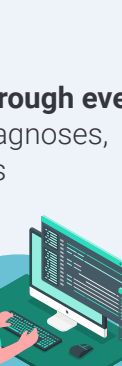
Australia has already **moved on from keeping full warehouses of hardcopies** of patient files to accessing electronic databases with patient information on them



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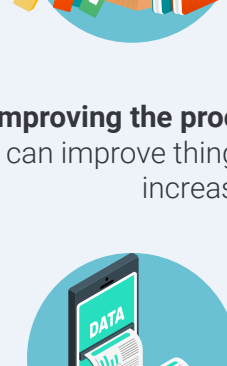


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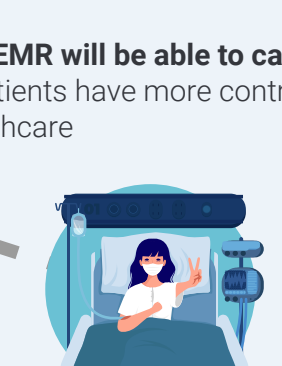
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THE CLINICAL CODING & BILLING PROCESS



Clinical coders **comb through every patient file** and code diagnoses, interventions and orders

The job of a clinical coder is to **convert information from a medical record into alphanumeric codes** according to a health classification system



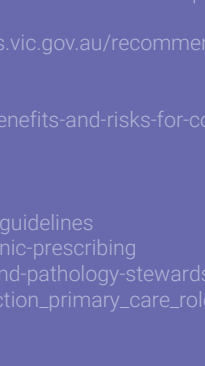
Improving the process of data entry can improve things substantially by increasing data reliability



The **modern EMR will be able to capture data** to let patients have more control over the healthcare



It **enables patients to see where they need to go**, what's being done and how to change things like appointment times or services



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BY DATA CAPTURE EXPERTS

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