

eHealth Event Report

Event name	Health Informatics Conference 2011 – the transformative power of innovation
Organised by	HISA - Health informatics Society of Australia
Date	2 nd – 4 th August 2011
Duration	3 days
Participants	Up to 900 attendees representing healthcare providers, government organisations, private companies, consultants etc
Report by	Sallyanne Wissmann, Director Health Information Services, Mater Health Services, Brisbane

Summary of Event

With the conference theme of innovation, there were over 100 sessions in total of workshops, plenary, panels and concurrent sessions.

The HISA Q&A Panel with ABC Presenter Tony Jones discussed the topic 'Are we good at innovating in e-health?' and set the scene for robust discussion in relation to innovation. There was a large degree of optimism in relation to the health industry's capability and readiness to innovate.

On the question of what sustains innovation and change, Chris Mitchell, the NeHTA Change and Adoption lead, offered these points:

- Vision drives change
- Change is about people
- Make it easy to innovate
- Open communication sustains change
- Innovation is a team sport
- Innovation means accountability
- Innovation relies on willingness to change
- Successful change is about listening

Bruce Barraclough, Board Chair of the Australian e-Health Research Centre, provided some further insights into Encouraging E-Health Innovation in relation to the health context for innovation, options for innovation and research currently being undertaken.

The National E-Health Strategy, Deloitte's report to AHMC, December 2008 states that "E-health, the increased use of ICT technologies in healthcare, will potentially lead to an improvement in productivity of up to \$2 billion dollars per annum in Australia". Hence it was relevant for conference delegates to consider and discuss what this might mean and look like for the Australian health informatics community.

One of the main themes throughout the conference was 'what does the future technology environment, culture & society look like and how will e-health need to adapt?'

If you want a glimpse of what the digital future will look like, check out www.mike-walsh.com

Features of the future will include the use of mobile devices as the main platform for consumer e-health, increased behaviour change by consumers to access, contribute to and use their health information and be more involved in their healthcare, and the design of ehealth solutions for the consumer.

In addition, current models of healthcare are not sustainable and there will be an increase in personalised healthcare, telehealth, healthcare without boundaries, population healthcare and cloud computing.

Professor Enrico Coiera from the University of New South Wales presented an interesting paper that presented seven informatics heresies that reflect current state to the potential future state...only time will tell if he is right...:

1. Privacy from 'the privacy of an individual's personal data must be protected at all costs' ... (even if it compromises other goals) to 'I don't care who sees my data'
2. Information and Communication from 'informatics is about the capture, storage and retrieval of clinical data' to 'informatics is communicating, sense-making, deciding'
3. Implementation from 'implementation is linear - we must first put the foundations of our system in place (standards, EHR) before we can do more complex things (e.g. CDSS)' to 'implementation is non-linear, foundations are illusory. No information service is privileged over others'
4. Semantic technologies from 'to achieve semantic interoperability, information must be created according to the (holy) standardised lexicons' to 'codes, classifications, rules and terminologies are a heavy handed, old-fashioned, poorly-scalable, and very expensive approach to solving a simple statistical pattern recognition task'
5. Information apoptosis from 'if it aint broke, don't fix it' to 'in a complex and constrained system, you cannot add an information element unless you remove elements of equal complexity'
6. Schrodinger's data from 'all data has a canonical form' to 'all data is relative (There is no truth)'
7. Informatics exceptionalism from 'e-health has a unique capability to solve the challenges of making the health system safe, effective and sustainable' to 'e-health is powerful but just like any other system intervention, it faces huge barriers with complexity, implementation, and context'

The presentation ended with the following quote 'It's not technical, its socio-technical ... "The biggest information repository in most organisations sits within the heads of those who work there, and the largest communication network is the web of conversations that binds them. Together, people, tools, and conversations – that is the "system".' (IJMI, 2004)

The following is a summary of the conference content:

Workshop Topics:

- The future of clinical information systems and health reform
- Automating chemical pathology - is technology the silver bullet? – a Deloitte led workshop including principles and lessons learnt in relation to engagement, organisational change, leadership, change management and process related challenges
- Partnering with health practitioners when developing and evaluating innovations
- Educational directions in health informatics
- Critical success factors in clinical transformation
- Traditional Chinese Medicine health informatics issues
- Innovation and adoption in e-health
- Getting to go - implementing SNOMED CT – by the Australian e-Health Research Centre, CSIRO
- HISA's introduction to health informatics and Health informatics profession and workforce
- Accelerating successful KPI driven HIT implementations
- Images on demand – the next generation of medical imaging
- Telehealth in Australia

Plenary Themes:

- Innovation, Information and Technology
- Innovation, Information and Technology and Over the Horizon
- E-Health and Change
- Diffusion of Change and Human Factors
- Over the Horizon
- The National E-Health Agenda and National Health Reform – Will we only intensify information silos?

Concurrent Session Themes:

- Sustaining Innovation and Change (panel)
- Innovation, Information and Tehcnology in Healthcare
- Over the Horizon – Novel Technologies in Health
- Realising Benefits from E-Health
- Experiences Implementing Electronic Health Systems
- Looking Forward (panel)
- Innovation, Information and Technology – Secondary Use
- Diffusing Innovation and Sustaining Change
- E-Health Implementation Challenges
- Insights from Experience
- Encouraging E-Health Innovation (panel)
- Over the Horizon – Health Information Portals and Social Media
- Human Factors in Health Information and Technology
- Success from the Qld Health E-Health Program
- E-Health Contribution from National Programs
- Learning Exchange (numerous short presentations)

Presentations from the concurrent sessions that may be of interest to HIMs include the following:

A logical approach to semantic interoperability in healthcare Linda Bird, MOH Holdings, Singapore

eMMS implementation at St. Vincent's Hospital, Sydney Silvia Fazekas, St. Vicnent's Hospital, Sydney

Removing paper from a hospital outpatient service: experiences in managing a hybrid medical record Stewart Sandon, Peter MacCallum Cancer Centre, Melbourne

How accurate is the Electronic Health Record? A pilot study evaluating information accuracy in a primary care setting Wenjun You, University of Melbourne

Health informatics competencies - underpinning safe e-health Heather Grain, eHealth Education

Standardising healthcare information Bo Dagnall, Qld Health

Benefits and challenges of information loss protection in healthcare Neil Readshaw, IBM

Is the biggest threat to medical information simply a lack of understanding? Patricia Williams, Edith Cowan University

Healthcare information standardisation framework Bo Dagnall, Qld Health

An insight into the practical health informatician Louise Hayes, Qld Health

The conference program is available to view at <http://www.hisa.org.au/hic2011program> and the conference papers are available to view at <http://www.hisa.org.au/hic2011downloads>

HealthBeyond

HealthBeyond was launched at HIC 2011. HealthBeyond is a free experiential exhibition for consumers and health professionals alike.

The floorplan has been designed to take visitors on a journey from preventative/wellness to aged care, with stops along the way showcasing the technologies and innovations being used in a range of healthcare settings.

The various 'sets' are designed to give attendees an immersive experience and the feeling that they are visiting a doctor's surgery, or engaging with a healthcare professional from their own home.

HealthBeyond will present Australia's e-health vision to a national audience; to educate and inform them as to the scope of e-health and the future of healthcare.

The HealthBeyond Exhibition will go on a Roadshow around Australia from March to October 2012. HealthBeyond is produced by HISA and sponsored by a number of organisations with the principal sponsor being Nehta and the silver sponsor being iSOFT. More information is available at www.healthbeyond.org.au

Model Healthcare Community

Also showcased at the conference was the Model Healthcare Community. Developed by Nehta in association with Medicare Australia and the support of the governments of Australia, the Model Healthcare Community demonstrates the potential of eHealth to the Australian health sector.

It follows the patient's eHealth journey through a number of healthcare settings including GP reception, GP consultation, admission to hospital, pharmacy, diagnostics and the ehealth record with the GP/specialist.

It shows the following components of Nehta's work program, implemented and integrated: healthcare identifiers (IHI, HPI-I and HPI-O), eReferrals, eDischarge summaries, electronic transfer of prescriptions, eRequest for diagnostic tests and the PCEHR.

More information is available at <http://www.nehta.gov.au/connecting-australia/healthcare-identifiers/discover-the-model-healthcare-community> including a You Tube video about the Model Healthcare Community.

Reflection

The Australian healthcare system which includes information management is being transformed, with one of the enablers being the adoption of technology and e-health initiatives.

Both HIMAA as an association and HIMs need to respond to the challenge to stay informed, get involved and network with each other and others within the health informatics community.

