

Health Systems Transformation Workshop

Using digital technologies to strengthen national health systems and improve the delivery of high-quality healthcare

Friday 21 June 2019/ 9:00 – 17:30/OECD Headquarters, Paris, France

Session 1 Applying and governing digital technologies to improve care quality and delivery

Session 1 background paper

s22

THIS DOCUMENT HAS BEEN RELEASED UNDER
THE FREEDOM OF INFORMATION ACT 1982
BY THE DEPARTMENT OF HEALTH

2. Australian government initiatives

2.1 *My Health Record*

My Health Record is Australia's national digital health record system which has been operational since 2012. It is an electronic summary of an individual's key health information that can be shared securely online between the individual and their healthcare providers when and where it is needed.

The My Health Record system will lead to improved care quality and delivery by:

- improved continuity of care for individuals accessing multiple healthcare providers by enabling key health information to be available when and where it is needed for safe ongoing care;
- access to consolidated key health information about an individual's medicines, leading to safer and more effective medication management and reductions in avoidable medication-based adverse events;
- enabling individuals to participate more actively in their own healthcare through improved access to their health information;
- improved diagnostic and treatment capabilities through enhanced access to health information; and
- improved care coordination for individuals with chronic or complex conditions by enabling the individual's healthcare team to make better-informed decisions at the point of care.

THIS DOCUMENT HAS BEEN RELEASED UNDER
THE FREEDOM OF INFORMATION ACT 1982
BY THE DEPARTMENT OF HEALTH

Session 2 How can digital technologies empower individuals and avoid creating new inequalities?

Session 2 background paper

s22

- Australia's My Health Record system empowers individuals by enabling greater participation in the management of, and decision-making for, their own healthcare.
 - The system provides special arrangements to enable children and vulnerable people to participate in the system by allowing representatives to act on their behalf and protect their rights.
 - The system also enables individuals to nominate other people, such as family members or friends, to help them manage their My Health Record.
 - When a child turns 14 years old they will be given full control of their My Health Record and their representatives, such as parents, will no longer have access. This recognises that they have the capacity to make their own decisions, including whether to give someone access to their My Health Record.
 - Statutory conditions ensure that participation in the My Health Record system does not affect an individual's entitlement to healthcare. Healthcare providers must not refuse to treat an individual or otherwise discriminate against the individual if the individual does not have a My Health Record or has restricted access to their My Health Record.
 - Regardless of how people participate in the My Health Record system, all Australians will benefit from the system through improved continuity of care and reduced adverse events.

THIS DOCUMENT HAS BEEN RELEASED UNDER
THE FREEDOM OF INFORMATION ACT 1982
BY THE DEPARTMENT OF HEALTH

THIS DOCUMENT HAS BEEN RELEASED UNDER
THE FREEDOM OF INFORMATION ACT 1982
BY THE DEPARTMENT OF HEALTH

Session 4 – Accelerating digital health adoption in countries

Session 4 background paper

Session 4 Topic 1

What are the key enablers for health systems to maximise the opportunities that cost-effective digital technologies present for quality and access?

s22

Background

2. My Health Record system

- The transition to an opt-out participation model for the My Health Record system began in July 2018 and concluded in January 2019.
- It is anticipated that this shift in participation rates will give effect to behavioural changes in the healthcare industry.
- Making the My Health Record system more useable and reliable is central to gaining the support and acceptance of healthcare providers and individuals, thereby leading to increased use and more effective and efficient provision of healthcare.

s22

THIS DOCUMENT HAS BEEN RELEASED UNDER
THE FREEDOM OF INFORMATION ACT 1982
BY THE DEPARTMENT OF HEALTH

THIS DOCUMENT HAS BEEN RELEASED UNDER
THE FREEDOM OF INFORMATION ACT 1982
BY THE DEPARTMENT OF HEALTH