remote access technology (rat)

an example of a work in progress on the QUM Coast South Australia

QUM coast project

- funding since Dec 2000
  - dept human services (DHS) since Dec 2000
  - QUM coast in partnership with SDGP
- committee member representatives
  - all general practices, pharmacies, residential aged care facilities, local hospital, community health service, local councils, SDGP, DHS and consumer groups
- 15-22 people meet 4-5 times per year

QUM coast project

- project manager DHS - Dr. Bill Dollman
- local project officer - Heather Allanson
  - 8 hrs / week (all projects under QUM)

community projects

- driven by the committee with a bottom-up approach, accessing support from other QUM initiatives & commonwealth or state initiatives to support the implementation of change

regional demographics

- southern fleurieu region
  - highest rate of population change in the state
  - expected to have 33% of residents over 70 years of age by 2019
  - 3rd highest local government area ranking in Oz and highest in SA
  - growth in retirement villages and aged care facilities to double in next 10 years
  - 700 retirement village units in building planning phases for 2002/3 year

south coast district & community hospital

- regional hospital – Victor Harbor
  - public / private beds
  - local GP's visiting and admitting rights
- after hours cover
  - local doctors from 3 practices provide after hours service to hospital with locums during holiday period overnight

general practices

- approx. 22 full time equivalent GP's
  - victor harbor – 2 group practices
  - goolwa – group practice
  - middleton – solo with locums
  - mt compass – solo practice
  - yankalilla – group practice

residential facilities

- 4 practices responsible for care at
  - 6 residential aged care facilities (RACF)
    - 144 high care residents, 250 low care residents
- 2 of the practices also provide care to
  - 4 supported residential facilities (SRF)
    - either linked to or independent of RACF

background

- feasibility of printing summaries, scripts, drug charts from hospital explored
- local hospital provides pc, printer, modem after discussion with QUM
- ? provision for expansion to RACF

hospital solution

- medical director (MD) in all practices
  - but very different network processes.
    - peer to peer with small business server
    - terminal Services with citrix metaframe
    - 2000 server
- 2 methods trialled
  - direct connection via terminal services
  - Symantec PC anywhere

examples of access

- local access vs. remote access

nursing home solution

MD on standalone PC / NH patients downloaded

- ✓ **Pros**
- ✓ no need to synchronize database regularly
- ✓ only subset patient data available
- ✓ staff can use package
- ✓ speed of use
- ✓ no phone line needed
- ✓ neat legibile drug sheets
- ✓ less duplication of info
- ✓ can access patient record at surgery

- × **Cons**
- × database needs synchronizin with practice
- × can access patient record at surgery
- × no agreed standard for stationery
- × upgrades
- × merging database at server level

barriers

- individual doctors / practices / IT support staff
- location of PC's
- dial-up-access - slowness helped by caching
- confidentiality
  - can restrict level of access to demographics, results etc.
  - ? restrict record access by disabling predictive patient searches
  - patient consent to access of medical record by locums, pharmacy, allied staff.

outcomes

- less duplication, less transcription errors
- legibility / enhanced patient care
- record updated at time of attendance
- dedicated stationery for drug charts etc
- RAC facilities are committed to further integration with funding for IT links
- potential for expansion

ambit claims

- broadband access with permanent IP addressing - virtual private networks
- new wireless protocols – becoming early adopters
- access for all residential care facilities
- access for all pharmacies
- restricted access of patient data subsets
- new iterations of patient management software based around true client server models
- funding / IT support for test sites


QUM Coast
quality use of medicines

This presentation was given by Dr Mark Miller at the ARCHI toolkit seminar "Quality use of Medicines: Challenges for GP, Hospital and Community", held at the Stamford Plaza Hotel, Adelaide, 26-27 June 2003.