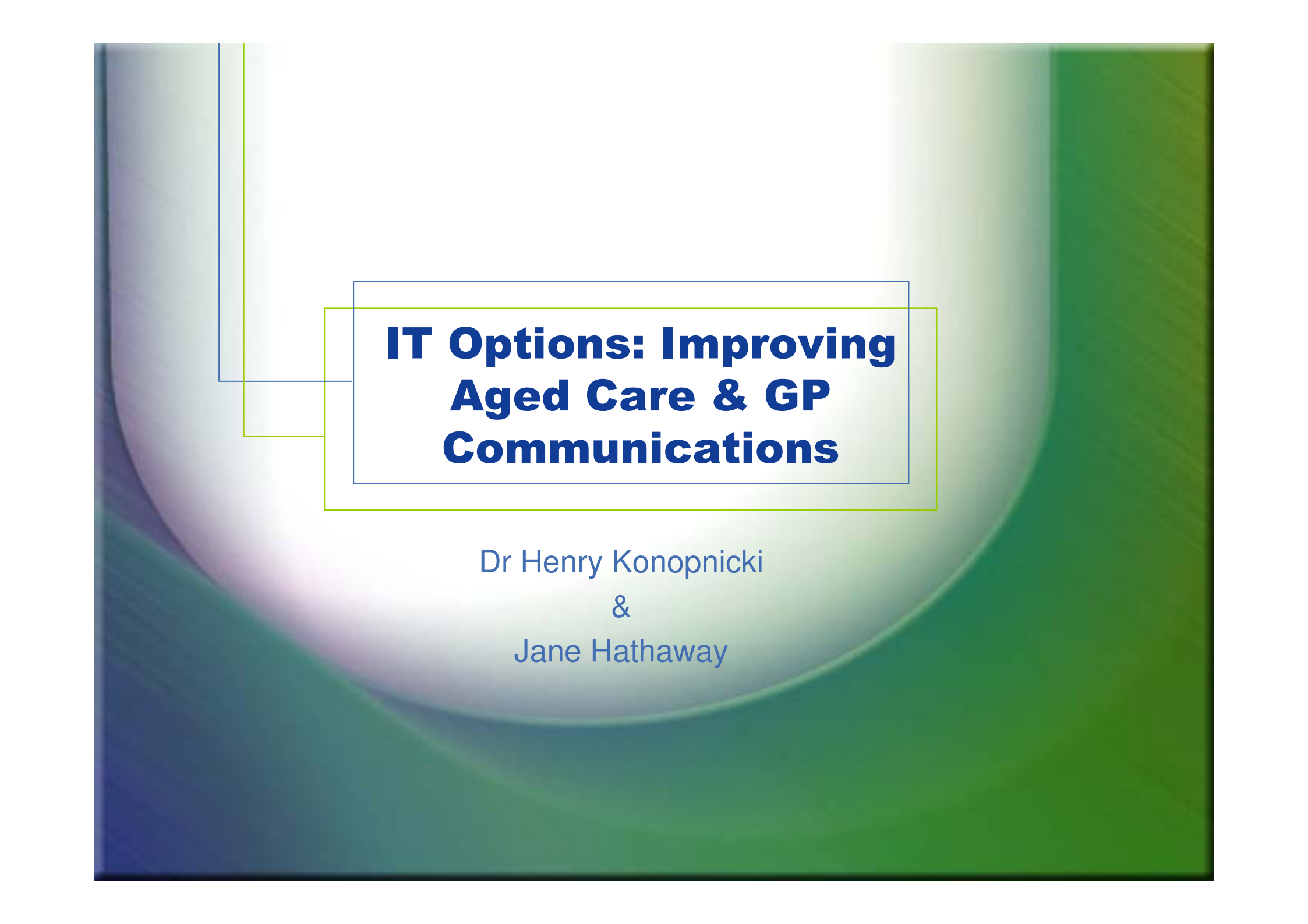




IT Options: Improving Aged Care & GP Communications

Dr Henry Konopnicki
&
Jane Hathaway

GP Profiles: IT Use

- **Dr A:** Handwrites everything with the attitude - why change what works?
- **Dr B:** Basic IT use for Medical Director (MD) or similar, uses staff for written communication
- **Dr C:** Intermediate IT use – MD, letter & report writing, scripts, email
- **Dr D:** Advanced IT use – uses multiple applications with confidence– has trouble shooting ability

GP, ACH & IT Interface: Influencing Factors

- Size of Aged Care Homes
- IT accessibility in Aged Care Homes for GPs
- Varying IT capability available to GPs in Aged Care Homes

Aged Care Home Size Factors

- ACH 1: Small, up to 30 beds
- ACH 2: Medium, 30 – 60 beds
- ACH 3: Larger, 60 plus beds

IT Access Factors For GPs Visiting ACHs

- Different location access – None, Office, Nursing Station, Laptop, Consultation Room??
- GP time difficulties for drug charts, histories, scripts, updating records etc with onsite &/or remote office access
- Various IT system requirements in different ACHs with which GPs need to be familiar

IT Capability Factors: ACHs

- Huge capability range including: none/paper based, admin use only, use of Aged Care software packages, Wireless, Medical Director, PDA, Networks, central connecting & virtual Host Database systems etc
- GP User Friendly or not
- Range of staff IT expertise, training & willingness to learn
- Public or Private ownership re IT priority for finance, business plans & future directions
- Approach to key decision makers re IT implementation and upgrade dependent on whether large ACH operating groups or individually owned

What do GPs currently do?

- Write double entry of notes into ACH and GP databases
- Carry their own Laptop
- Use MD & ACH package provided by ACHs
- Use Remote web access
- Access Broadband Host Database & Document Database system

Future IT Issues for ACHs

- Moving from paper based to electronic communications
- Making IT GP user-friendly
- Change Management
- Accreditation
- Certification
- Security
- Storage
- Documentation

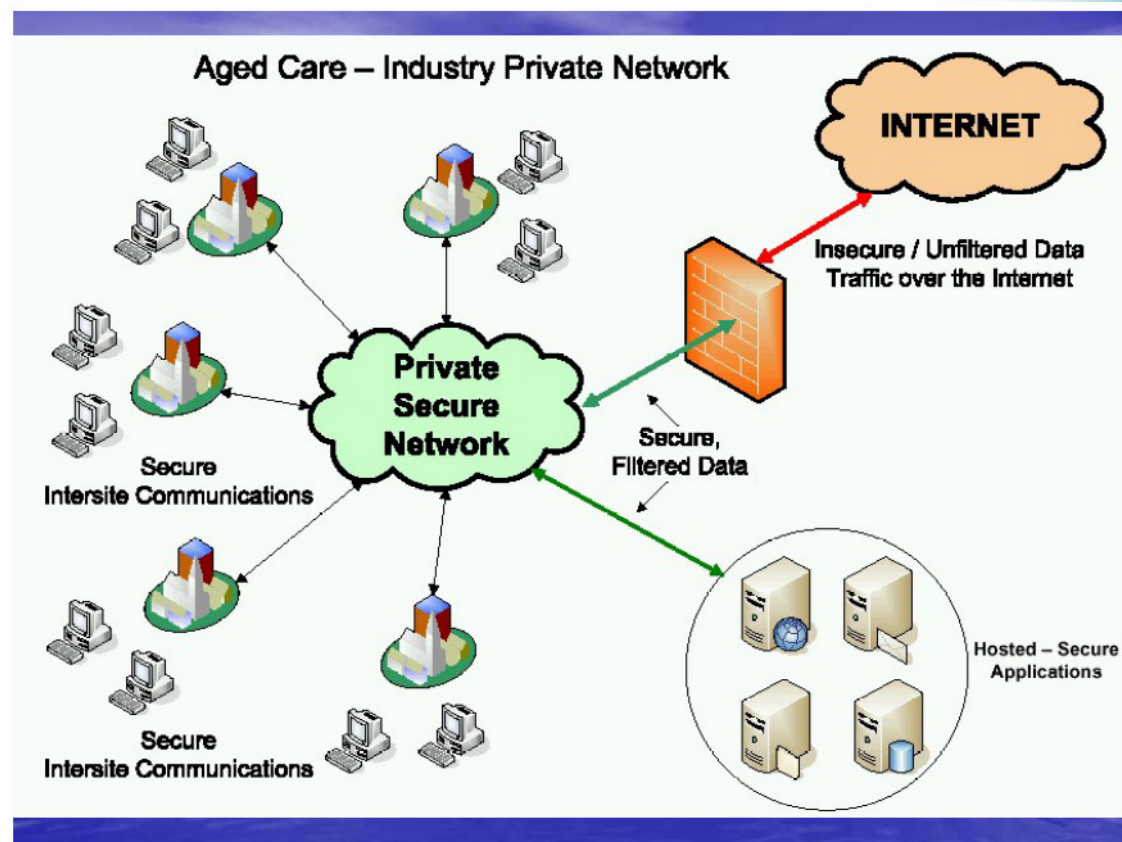
Future IT Issues for ACHs

- Connectivity with other health service providers such as GPs, hospitals, pharmacies, allied health services
- eConnect, eHealth, HealthConnect, NEHTA
- eBusiness re efficiency of signing & submitting forms & information to Government Departments
- Provision of Consulting Rooms in ACHs with IT set up to attract GPs
- Incorporating an IT business plan for approval to expand or establish new ACHs

CURRENT IT OPTIONS & SOLUTIONS: GP & ACH Interface

- No ONE solution fits all ACHs
- Constant advances in IT
- Reliable Broadband is required
- Variety of Solutions available: Host Solutions, OzDocs, Wireless, Web Remote Access and others
- Case Studies:
<http://www.health.gov.au/internet/wcms/publishing.nsf/Content/ageing-rescare-clinitfly-casestudy.htm>

Host Network Solution



Maximising the Value of an Aged Care Industry Broadband Network

John Gilmore, Business Manager, Aged Care Efficiency Services

GoToMyPC Citrix Remote Access System

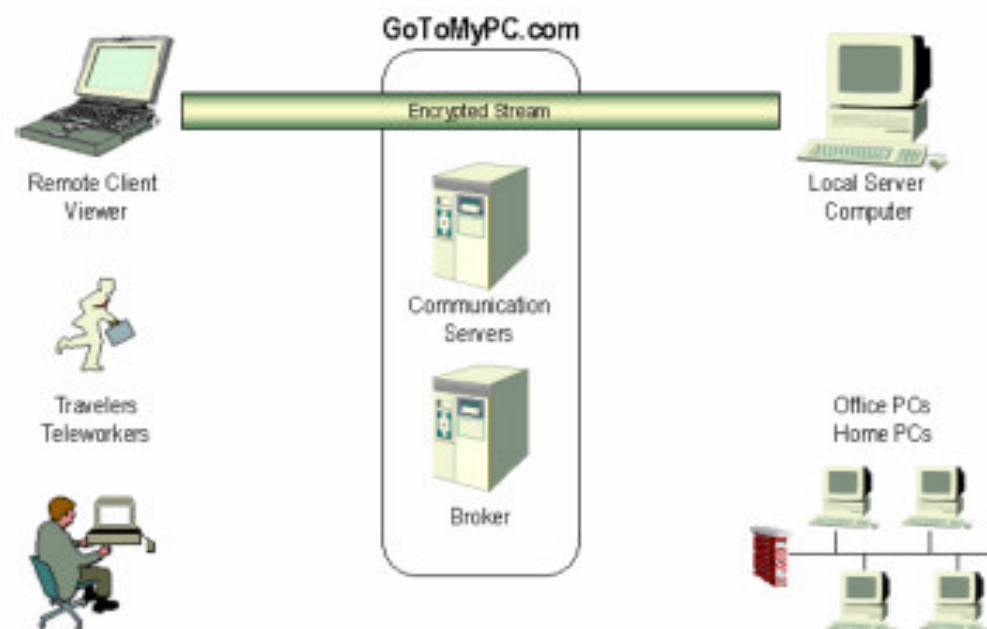


Figure 1: GoToMyPC Architecture

© 1997-2004 Citrix Online, a division of Citrix Systems, Inc. All rights reserved.
Confidential property of Citrix Systems, Inc.

HOST: Document Database System

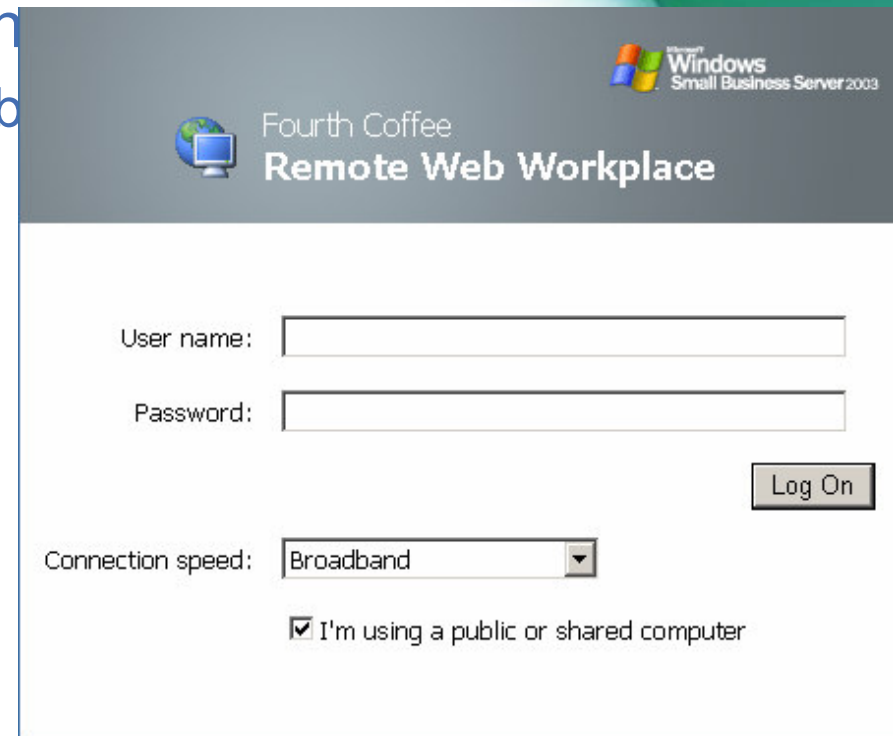
- Ozdocsonline is a secure web access point to a patient's **doctor**. If a prescription or some advice about a medical problem is needed, this system will help
- This system is safe and confidential, only the patient's doctor has log in access to text or a request
- GP documents can be downloaded from one place to another with top security: SSL 128-bit encryption that ensures that right from the home page any information entered is encrypted on its way to the Ozdocsonline server

Wireless System

- Log into ACH IT system, clinical software & GP practice server via VPN/remote desktop at same time
- GP has access to own MD to copy and paste notes into ACH system
- Prints at remote sites
- Medical notes in one database advantage over Host Solution
- MD 3 allows scanned documents to be viewed & if digital, can be scanned both ways practice to ACH & ACH to practice
- No laptops. GPs configure ACH PC to run their VPN/remote desk connection

Web Remote Access Logon page

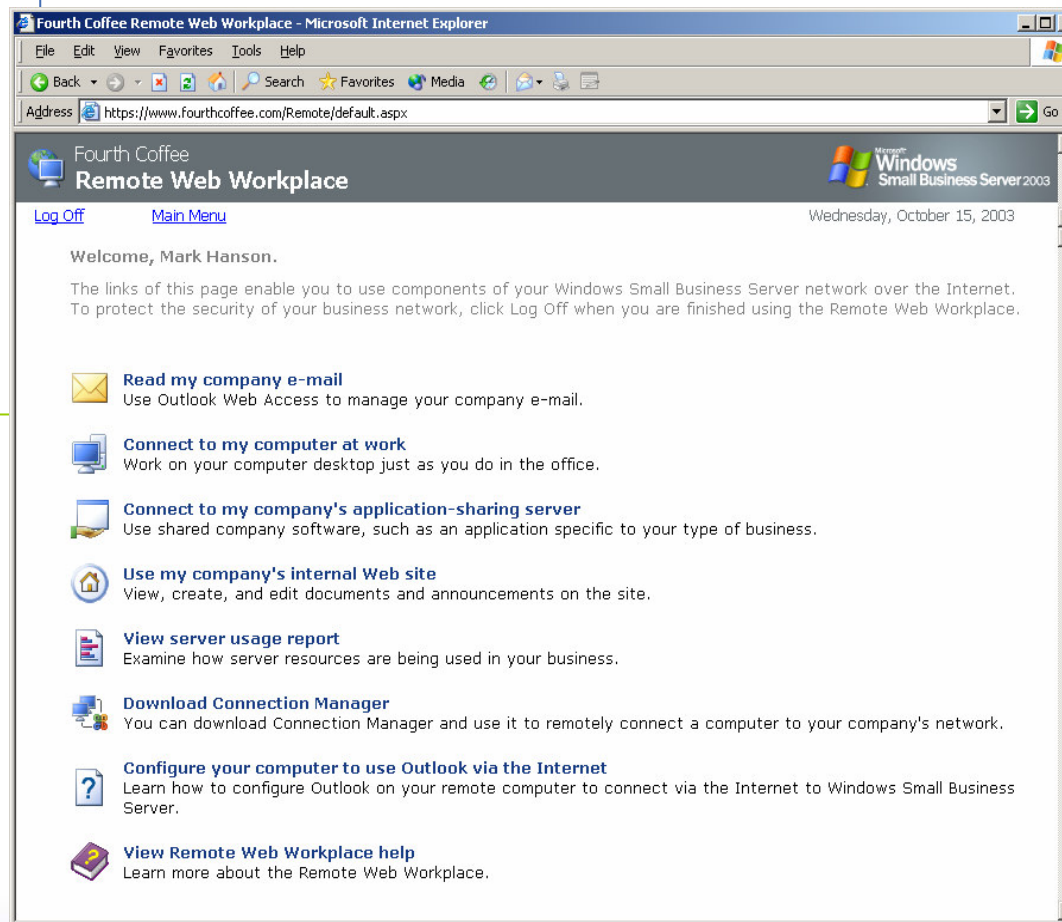
- Forms-based authentication
 - Credentials for Outlook® Web Access and SharePoint™
- Connection speed
 - Modem (28.8 Kbps)
 - Modem (56 Kbps)
 - Broadband
 - Small business network
- Public or shared computer



The screenshot shows the logon interface for 'Fourth Coffee Remote Web Workplace'. At the top right, it displays the 'Windows Small Business Server 2003' logo. The main heading is 'Fourth Coffee Remote Web Workplace' with a globe icon. Below this, there are input fields for 'User name:' and 'Password:'. To the right of the password field is a 'Log On' button. Below these fields is a 'Connection speed:' dropdown menu currently set to 'Broadband'. At the bottom, there is a checked checkbox labeled 'I'm using a public or shared computer'.

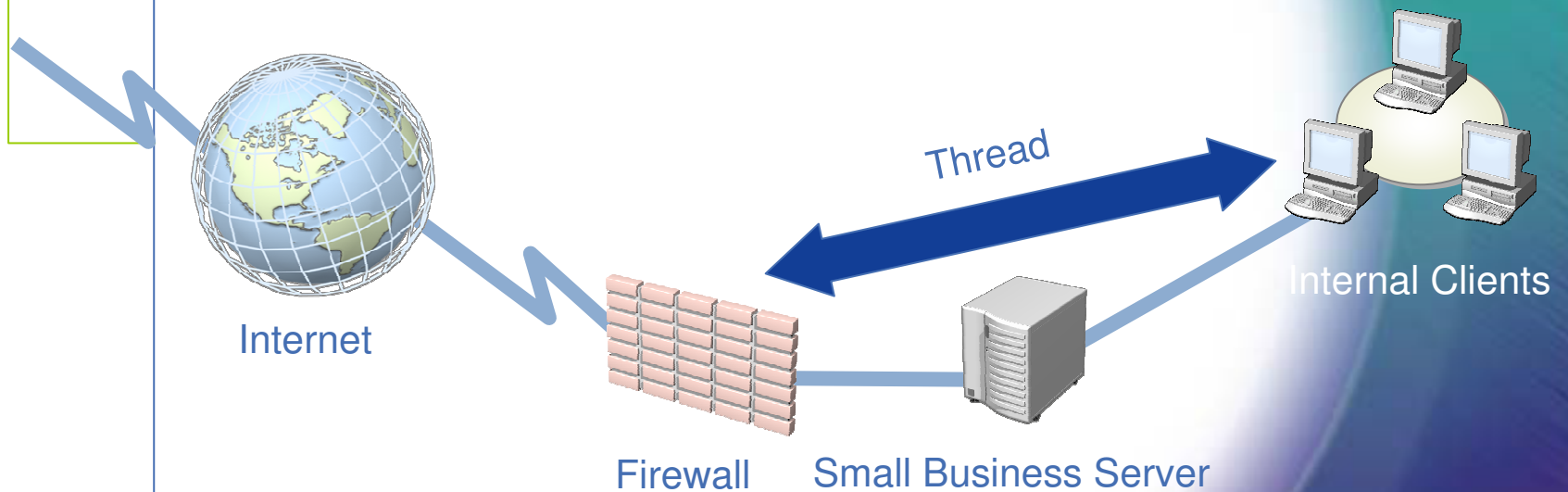
Web Remote Access

Knowledge worker page



Web Remote Access

Terminal Server proxy port forwarder



Where to from here?

- IT implementation is only a tool, not the end goal- culture & workflow are important
- Need to understand ACH & GP current systems, processes and needs
- Must meet the needs, integrate with existing systems and build in scalability for future growth
- Need to understand the effect of change on users, how workflow will be affected
- Need to adopt a 'Holistic Approach' – it is a journey

GSEDGP can help you make it happen!

Contact: Jane Hathaway 03 9569 5077